

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 14-MAY-2019 JUL 30 2019		Repository ☐ Reference No. 11207606	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City MOORESVILLE		State NC	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDJT2A55C7			Make KIA	Model SOUL	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: engine water pump		Incident Date(s) 06-MAY-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS) water pump				Failure Mileage 55000	Failure Speed 30 mph
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	Number of Deaths
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2012 KIA SOUL. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE STALLED. NO WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TOWED TO KEEFER KIA (271 W PLAZA DR, MOORESVILLE, NC 28117 (833) 397-4171) WHERE IT WAS DIAGNOSED THAT THE WATER PUMP AND ENGINE NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 55,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

engine staller, no warning lights or high temp on temp gauge. Towed to Ketter KIA. Ketter KIA dx'd water pump and engine failure. Adviser would need \$5,200 in repairs including new engine. Adviser of was due to overheating but not due to recall problem (ECU problem, catalytic converter, and overheating) -> A known recall issue)

ATTACH ADDITIONAL SHEETS IF NECESSARY

CHARLOTTE

DEC 28 2019

12 11 19

PM 7 1

U.S. Department
of Transportation

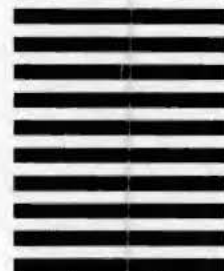
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

