



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	Repository <input type="checkbox"/>
09-AUG-2019	Reference No. 11242732

OWNER INFORMATION (Type or Print)			
Name	State MO		Zip Code
Address	City O'FALLON		Evening Telephone Number
Daytime Telephone Number		E-mail Address	

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 5XYKW4A20DG	Make KIA	Model SORENTO	Model Year 2013
Date Purchased April 2012	Dealer's Name and Telephone Number Jim Butler Kia 636-256-9600		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Chesterfield	State MO	Zip Code 63005
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Incident Date(s) 08-AUG-2019

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage 63000	Failure Speed 5 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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2013 KIA SORENTO. WHILE THE CONTACT WAS LEAVING A HARDWARE STORE PARKING LOT, THE BRAKES FAILED TO OPERATE. THE CONTACT MENTIONED THAT THE BRAKE PEDAL HAD TO BE PUMPED TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO NAPLETON&S MID RIVERS KIA (4955 VETERANS MEMORIAL PKWY, ST PETERS, MO 63376, (636) 206-4284) WHERE IT WAS DIAGNOSED THAT THE ABS CONTROL MODULE AND THE MASTER CYLINDER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. KIA AGREED TO PAY HALF OF REPAIR. THE APPROXIMATE FAILURE MILEAGE WAS 63,000. THE MAIN ISSUE IS NO WARNING LIGHT EVER CAME ON FOR BRAKE FAILURE. IT COULD HAVE BEEN VERY SERIOUS IF CAR HAD BEEN TRAVELLING AT A HIGH SPEED.

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 to 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.