

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> 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	
<b>OWNER INFORMATION (Type or Print)</b>		Date Received 20-MAY-2020 <b>JUL 29 2020</b>		Repository <input type="checkbox"/> Reference No. 11325263		
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]				
City OCEAN SPRINGS	State MS	Zip Code [REDACTED]				
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).						
<b>VEHICLE INFORMATION</b>						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDJN2A21G [REDACTED]		Make KIA	Model SOUL	Model Year 2016		
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code			
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 19-MAY-2020		
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>						
Vehicle Component Codes: 010000 STEERING, 012000 STEERING: COLUMN			Failure Mileage 108000	Failure Speed 60		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>						
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:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>						
Make:		Date Manufactured:		Model No./Name:		
Seat Type:		Installation System:				
Child Seat Component Code:		Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)						
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 2016 KIA SOUL. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE VEHICLE LOSS POWER STEERING ASSIST AND BECAME DIFFICULT TO STEER. THERE WERE NO WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO PAT PECK KIA (10611 BONEY AVE, D'IBERVILLE, MS 39540, (228) 679-5200) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE STEERING SHAFT COLUMN NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT OFFERED NO ADDITIONAL ASSISTANCE. THE FAILURE MILLAGE WAS 108,000.						
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)

My car had a recall on a steering collar set screw. They fixed that in 2018. The steering collar began to make grinding noises and it was difficult to steer. They claim the motor went out and had nothing to do with the recalled screw. I still feel I got a car with a defective steering collar. It cost me 1,700 and still makes noises they claim is the streets.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Go figure!?

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



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**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.safecar.gov](http://www.safecar.gov)

or call:

Vehicle Safety Hotline  
**888-327-4236**



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