

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** FW: 11526156  
**Date:** Friday, June 30, 2023 4:12:36 PM  
**Attachments:** [REDACTED]

**From:** [REDACTED]  
**Sent:** Friday, June 30, 2023 2:45 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 11526156

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Form Approved: OMB No. 2147-0046	
<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> 1-888-DAIR-2-007 1-888-327-4228 INTERNET: www.nhtsa.dot.gov/hotline	
NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED] PHONE: [REDACTED]	
VEHICLE INFORMATION: VIN: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED] COLOR: [REDACTED] ENGINE: [REDACTED] TRANSMISSION: [REDACTED]	
ADDITIONAL INFO: DEFECT DESCRIPTION: [REDACTED] DATE OF DEFECT: [REDACTED] MILEAGE AT DEFECT: [REDACTED]	
CONTACT INFO: NAME: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED]	
APPLICABLE INCIDENT INFORMATION: DATE: [REDACTED] TIME: [REDACTED] LOCATION: [REDACTED]	
DETAILS: [REDACTED]	
CONTACT STATEMENT: [REDACTED]	
DISCLAIMER: [REDACTED]	



1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

500-146

As a follow-up to your report to the Vehicle Safety Division (VSD), we have reviewed your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a most detailed description of the failure(s) you reported that you believe relates to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have this information, it is not necessary to complete all the items. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door sill. It may also be found on a dealer repair invoice or your insurance or registration card. When reporting a tire problem, the brand name, size and complete tire size should be included. The owner to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety-related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSD at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Communications Research Division  
Office of Defects Investigation  
 Enforcement

Enclosure: VOQ



**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: [REDACTED]  
**Date:** Friday, June 30, 2023 4:12:47 PM

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**From:** [REDACTED]  
**Sent:** Friday, June 30, 2023 2:47 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: [REDACTED]

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----- Forwarded message -----

**From:** <[Admin-Siebel-CRM-DoNotReply@kiausa.com](mailto:Admin-Siebel-CRM-DoNotReply@kiausa.com)>  
**Date:** Fri, Jun 30, 2023 at 2:43 PM  
**Subject:** RE: [REDACTED]  
[REDACTED]

Thank you for contacting Kia America. Your e-mail subject does not contain an existing case number and the proper associate could not be found. Please refer to the REPLY INSTRUCTIONS from our associate's original e-mail and try contacting us again.

Sincerely  
Kia America