

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

13-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721421

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) KNAFA1252V5298144	Vehicle Make KIA	Vehicle Model SEPHIA	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-JAN-1999	Dealer's Name _____	Engine Size (CID/CC/L) 1.8L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 08540100	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM ELECTRICAL SYSTEM:IGNITION:SPARK CONTROL COMPUTER	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 20	Date(s) of Failure(s) 08-JAN-1999 Mileage at Failure(s) 1620 Vehicle Speed at Failure(s) 35	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I STARTED HAVING BRAKE FAILURE AND GRINDING FROM THE REAR AFTER 5 DAYS OF PURCHASING THE CAR.I WAS COMING UP TO A STOP SIGN AND THE CAR WOULD NOT STOP AFTER APPLYING THE BRAKES.WHEN BACKING UP OR COMING TO A STOP I HAD A GRINDING SOUND AND SOUNDED LIKE A LIQUID WAS SPLASHING AROUND AT THE SAME TIME.I TOOK THE CAR BACK TO SOUTHLAKE KIA AND TOLD THE SERVICE REP ABOUT THE PROBLEMS.BEFORE THAT I WAS CHECKING THE SPARK PLUGS AND WHEN THEY WERE PULLED OUT ONE BY ONE THEY WERE BURNED OUT AND THE AIR FILTER WAS ALMOST AS BLACK AS TAR.I TOLD THE SERVICE REP ABOUT PLUGS AND AIR FILTER.THE SPARK PLUGS WAS CHANGED BUT I WAS TOLD THAT THE FILTER WAS NOT GOING TO BE REPLACED.I TALKED TO DARRYL HARRIS/SEALER/AND HE HAD TO TALK TO HIS BOSS IN ORDER TO GET THE FILTER REPLAC

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.