



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1038

Date Received

25-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8002866

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) (Locate at bottom of windshield or driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
KNDJA7234W5569673		KIA	SPORTAGE	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06610001	Part Name(s) EXHAUST SYSTEM:MANIFOLD:OXYGEN SENSOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Dates of Failure(s) 01-JAN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 69		
	Vehicle Speed at Failure(s)		

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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OXYGEN SENSOR HAS BEEN REPLACED THREE TIMES AFTER ROUTINE SERVICE WAS PERFORMED.
PLEASE PROVIDE FURTHER DETAILS.*AK

COPIES OF THIS FORM ARE:

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.



U.S. Department
of Transportation
National 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

AGENCY USE ONLY 1038

Received
FEB 25 2002
EFFECTIVE JAN-2002

Od_or _____
rt_dt _____
od_rt _____
up_itr _____

Reference No.

8002866

OWNER INFORMATION (Type or Print)

5730

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an answer, we will use the name and address to the vehicle manufacturer.

YES ☒ NO ☐

Signature of Owner

Date 2/8/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate position of windshield on left side)		Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Reading
KNDJA7234W5569673		KIA	SPORTAGE	1998	
Purchase Date 7/1/99	Dealer's Name Herb Chambers KIA		Engine Siz CID/CC/L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio	
☒ New ☐ Used	City Rochdale	State MA	Zip Code 02769	No Cylinders	
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes/Restraint System ☒ Yes ☐ No		Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other
	☐ 5-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag		☐ Motorbelt ☐ 2-Point Bel	☐ Sport UR ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4 Door ☐ Station wagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06610001	Part Name(s) EXHAUST SYSTEM-MANIFOLD-OXYGEN SENSOR	Location ☐ Left ☐ Front	☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 01-JAN-2002	Mileage at Failure(s) 59	Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(s) on the back of this form)

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

OXYGEN SENSOR HAS BEEN REPLACED THREE TIMES AFTER ROUTINE SERVICE WAS PERFORMED. PLEASE PROVIDE FURTHER DETAILS.*AK

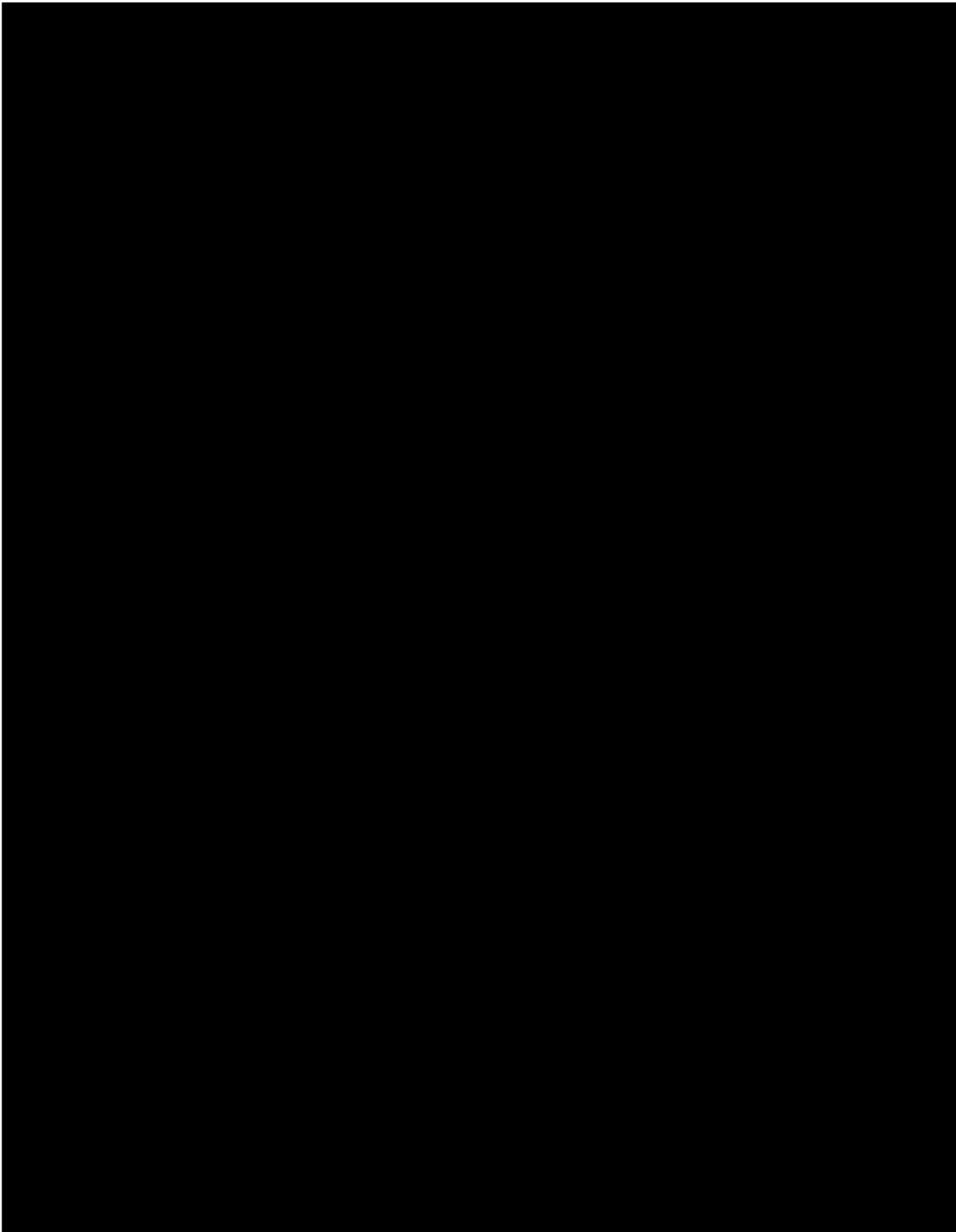
Please view the enclosed invoices and take notice of the length of time from my 15000, 30000+ 60000 mile service to how soon after my check engine light came on for O2 sensor.

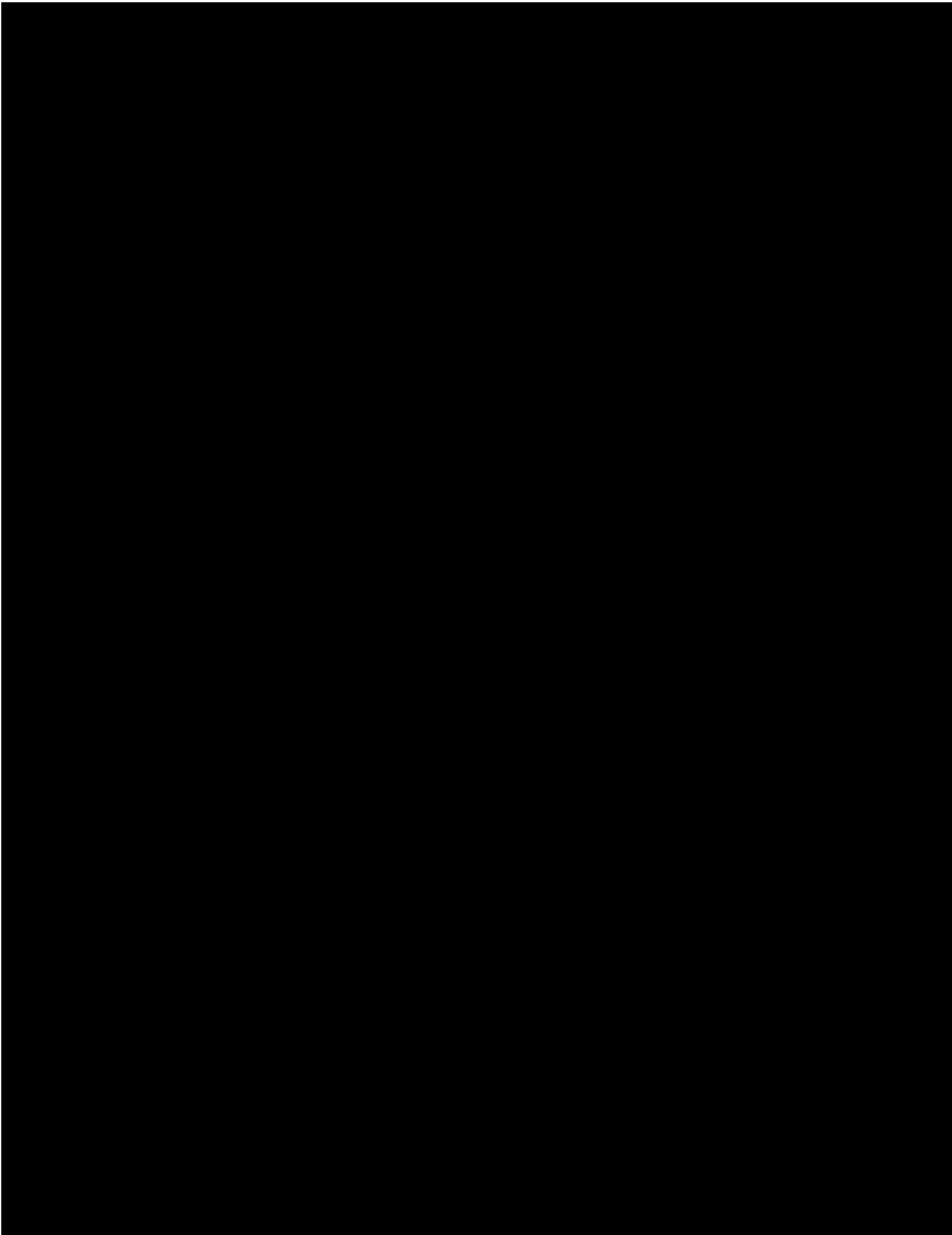
CONTINUE ON BACK IF NEEDED

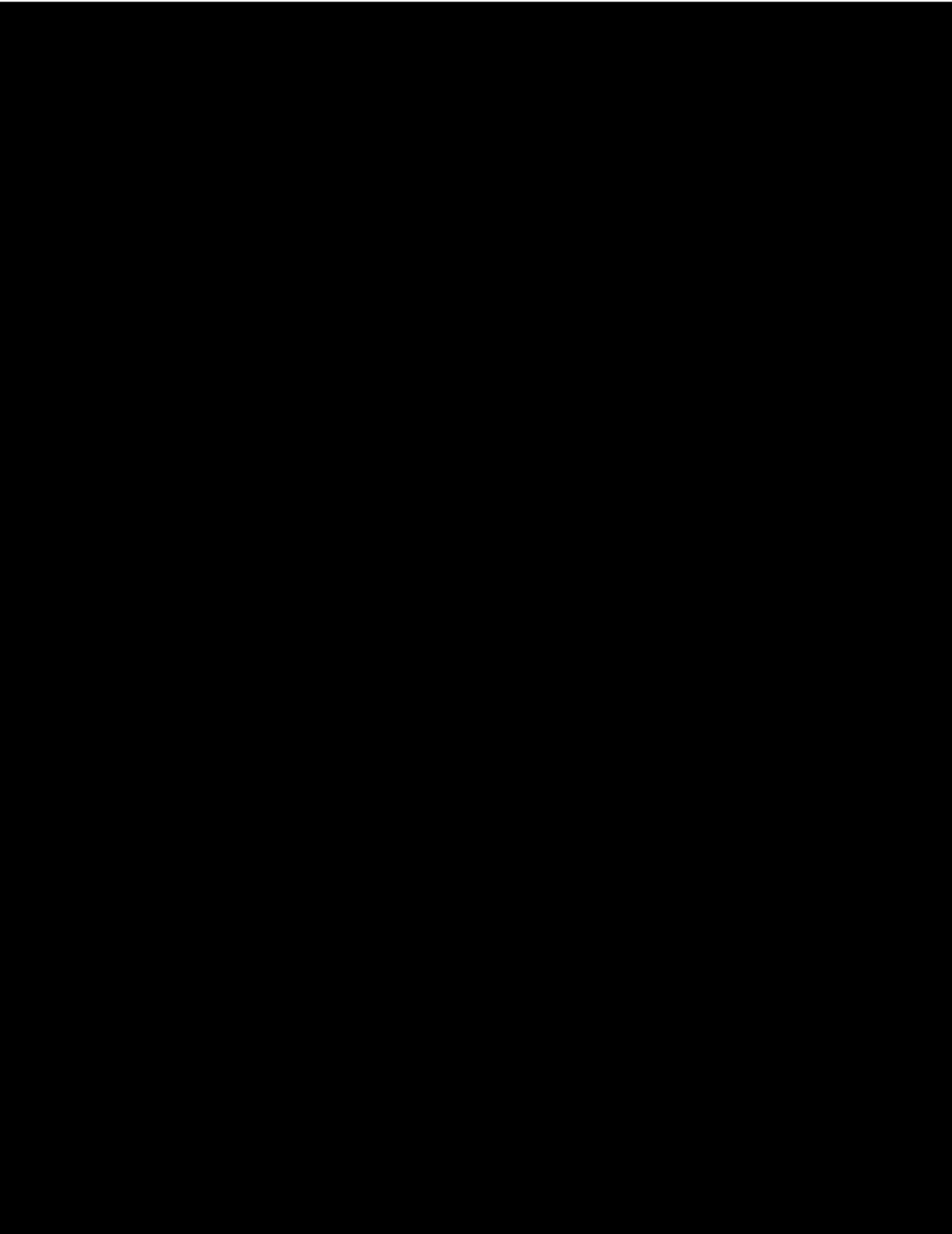
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**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

(Page 1 through Page 14)







HEBB CHAMBERS

the 'information' and 'communication' fields. The 'information' field is defined as:

...the study of the nature, uses and functions of information, and the ways in which it is created, communicated, evaluated and utilised as such [10, p. 10].

The 'communication' field is defined as:

...the study of the nature, uses and functions of communication, and the ways in which it is created, communicated, evaluated and utilised as such [10, p. 10].

These definitions are not intended to be exhaustive, but they do indicate that the two fields are closely related.

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