



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

11-FEB-2009

Repository ☐

Reference No.
10258339

OWNER INFORMATION (Type or Print)

Name

Address

City SHEHALIS

State WA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KNAGE123775

Make

KIA

Model

OPTIMA

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

09-MAY-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage
6000

Failure Speed
35

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)

☐ Original Equipment
☐ 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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

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 2007 KIA OPTIMA. WHILE DRIVING APPROXIMATELY 35 MPH ON NORMAL ROAD CONDITIONS, THE TRUNK WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. UNEXPECTEDLY, THE TRUNK DOOR UNLATCHED WITHOUT ASSISTANCE. THE FAILURE OCCURRED SPONTANEOUSLY. THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD AND CLOSED THE TRUNK DOOR. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOUR TIMES FOR INSPECTION, BUT THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE FAILURES OCCURRED ON THIRTY SEPARATE OCCASIONS. THE FAILURE MILEAGE WAS 6,000 AND CURRENT MILEAGE WAS 14,000.

Trunk also opens unexpectedly just sitting

Also problems with hesitation between 40-55

Buzzing sound when car is turned off (after driving, in voice #1075528)

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.

HANSON MOTORS



2300 CARRIAGE LOOP S.W.
OLYMPIA, WASHINGTON 98502
943-2120
Tacoma (Toll Free) 572-4040



SUBARU

Adv: [REDACTED]	Tag: 1762	License: [REDACTED]	KNAGE1237 75 [REDACTED]	Page: 1	Invoice: W72457
Invoice to			Driver/Owner Information		
[REDACTED] CHEHALIS, WA [REDACTED] Home: [REDACTED]			[REDACTED] CHEHALIS, WA [REDACTED] Home: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 10897 Out: 10918		Dist: KNA WAR C W	Quote	07 KIA OPTIMA LX 4DR SDN Silver	
MFG: 68H001		Stock#: 0005916K			
Begin: 09/16/08	Done: 09/18/08	Invoiced: 09/18/08 15:10 JS		Inservice: 12/26/07	Sold: 12/26/07
Customer Concern					
Concern 51	RENTAL. AUTHORIZED BY BILL SHARP 09/11/08. 2 DAYS.			Operation	Tech Units Amount
Cause	RENTAL			NC	101 0.0 0.00
Correction	ONE TIME GOODWILL TRANSPORTAION PER BILL SHARP Tech 101 HEATON, RONALD FAIL CODE : JS				
Type: W				Subtotal	
				TOTAL CHARGE FOR CONCERN 0.00	
Concern 52	CUSTOMER STATES VEHICLE JERKS/LURCHES ON ACCEL FROM 45 MPH. WARM OR COLD. SEEMS WORSE COMING OUT OF A CORNER.			Operation	Tech Units Amount
Cause	COULD NOT DUPLICATE CONCERN			NC	101 0.0 0.00
Correction	SCANNED FOR FAIL CODES NONE STORED,CHECKED SETTINGS NO CHANGES NEEDED. TEST DROVE UNDER DESCRIBED CONDITIONS NO PROBLEM FOUND WORKING TO DESIGNED INTENT. Tech 101 HEATON, RONALD FAIL CODE : JS				
Type: W	Part Auth: JS 09/18/08 14:10			Subtotal	
				TOTAL CHARGE FOR CONCERN 0.00	
Concern 53	CUSTOMER STATES WHEN DRIVING, THE TRUNK OPENS. AT TIMES. WILL ALSO BE OPEN WHEN RETURNING TO VEHICLE AFTER PARKED.			Operation	Tech Units Amount
Cause	COULD NOT DUPLICATE CONCERN			NC	101 0.0 0.00
Correction	CHECKED LATCH AND STRIKER ADJUSTMENT NO REPAIR NEEDED. Tech 101 HEATON, RONALD FAIL CODE : JS				
Type: W				Subtotal	
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X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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943-2120
Tacoma (Toll Free) 572-4040



SUBARU

Adv: 143		Tag: 1290	License:	KNAGE1237 7	Page: 1	Invoice: W75528
Invoice to			Driver/Owner Information			
CHEHALIS, WA			CHEHALIS, WA			
Cell: Home:			Cell: Home:			
For Office Use			Vehicle Information			
Odometer in: 14230 Out: 14288		Dist: KNA WAR C W		Quote		
MFG: 68H001		Stock#: 0005916K				
Begin: 12/16/08		Done: 12/18/08		Inservice: 12/26/07		Sold: 12/26/07
Customer Concern						
Concern 51	CUSTOMER STATES THERE IS A BURNING SMELL AFTER DRIVING. SMELLS LIKE HOT ELECTRONICS.			Operation Tech Units Amount		
Cause	COULD NOT DUPLICATE CONCERN			NC 101 0.0 0.00		
Correction	CHECKED VEHICLE NO PROBLEMS FOUND					
	Tech 101 HEATON, RONALD					
	FAIL CODE : JS					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 52	CUSTOMER STATES THE HEATER GETS HOT BUT WILL NOT BLOW OUT FROM LOWER HEAT DUCTS.			Operation Tech Units Amount		
Cause	COULD NOT DUPLICATE CONCERN			NC 101 0.0 0.00		
Correction	TESTED HEATER OPERATION NO PROBLEM FOUND					
	Tech 101 HEATON, RONALD					
	FAIL CODE : JS					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 53	CUSTOMER STATES VEHICLE MAKES A RATTLE SOUND ON COLD STARTS, LIKE LIFTER RATTLE.			Operation Tech Units Amount		
Cause	NO PROBLEM FOUND			NC 101 0.0 0.00		
Correction	TESTED COLD TWO TIMES ON SEPERATE MORNINGS NO ABNORMAL SOUNDS HEARD					
	Tech 101 HEATON, RONALD					
	FAIL CODE : JS					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		

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943-2120
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SUBARU

Adv: 143	Tag: 1290	License: KNAGE1237 75	Page: 2	Invoice: W75528
Invoice to: ROBERTSON, BEVERLY (MRS)		Driver/Owner: ROBERTSON, BEVERLY (MRS)		
Invoiced: 12/18/08 10:51:02 JS		07 KIA OPTIMA LX 4DR SDN Silver		
Concern 54	CUSTOMER STATES THE CRUISE CONTROL WILL COME ON BY ITS SELF AND TURN OFF BY ITS SELF AT TIMES.	Operation	Tech Units	Amount
Cause	NO PROBLEM FOUND	NC	101 0.0	0.00
Correction	TESTED CRUISE CONTROL NO PROBLEMS FOUND COULD NOT DUPLICATE CONCERN.			
	Tech 101 HEATON, RONALD			
	FAIL CODE : JS			
Type: W			Subtotal	
			TOTAL CHARGE FOR CONCERN	0.00
Concern 55	CUSTOMER STATES WAS ADVISED BY TYRONE FROM KIA TO HAVE REAR DECK LID, AIR BAG SYSTEM AND CRUISE CONTROL RECHECKED.	Operation	Tech Units	Amount
Cause	NO PROBLEMS FOUND	NC	101 0.0	0.00
Correction	CHECKED ALL LISTED CONCERNS NO PROBLEM FOUND			
	Tech 101 HEATON, RONALD			
	FAIL CODE : JS			
Type: W			Subtotal	
			TOTAL CHARGE FOR CONCERN	0.00
Concern 56	CUSTOMER STATES VEHICLE HESISTATES ON ACCEL WHEN DRIVING AT SPEEDS OF 40 TO 50 MPH	Operation	Tech Units	Amount
Cause	COULD NOT DUPLICATE CONCERN	NC	101 0.0	0.00
Correction	TESTED OPERATION NO PROBLEMS FOUND			
	Tech 101 HEATON, RONALD			
	FAIL CODE : JS			
Type: W			Subtotal	
			TOTAL CHARGE FOR CONCERN	0.00
Concern +57	CUSTOMER STATES REMOTE MARKED WITH TAPE WILL NOT OPEN TRUNK AT TIMES AND OTHER REMOTE DOES NOT WORK AT ALL.	Operation	Tech Units	Amount
Cause	PROGRAM LOST	NC	101 0.0	0.00
Correction	REPROGRAMMED REMOTES			
	Tech 101 HEATON, RONALD			
	FAIL CODE : JS			
Type: W			Subtotal	
			TOTAL CHARGE FOR CONCERN	0.00

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943-2120
Tacoma (Toll Free) 572-4040



SUBARU

Adv: 145	Tag: 4950	License:	KNAGE1237 75	Page: 1	Invoice: C70992
Invoice to			Driver/Owner Information		
CHEHALIS, WA			CHEHALIS, WA		
Work: Home:			Work: Home:		
For Office Use			Vehicle Information		
Odometer in: 8405 Out: 8405 Dist: KNA CUS C Prelim			07 KIA OPTIMA LX 4DR SDN Silver		
MFG: 68H001			Stock#: 0005916K		
Begin: 03/06/08 Done: 08/06/08 Invoiced: 08/06/08 10:33 T2			Inservice: 12/26/07 Sold: 12/26/07		
Customer Waiting					
Concern 51	CUSTOMER STATES THE TRUNK OPENS BY ITSELF AT TIMES. ALL THE TIME. HAS BEEN THAT WAY SINCE THEY BOUGHT THE VEHICLE.			Operation	Tech Units
Cause	TESTED TRUNK OPERATIONS AND WERE UNABLE TO FIND ANYTHING WRONG WITH THE WORKINGS OF THE TRUNK LATCH SYSTEM			NC	127 0.0
Correction	UNABLE TO DUPLICATE THE CONCERN AT THIS TIME				
	Tech 127 VOYNOW, JESSIE				
	FAIL CODE : TW				
Type: C				Subtotal	
				TOTAL CHARGE FOR THIS LINE	0.00
Concern 52	CUSTOMER STATES BETWEEN 45 AND 55 MPH IF YOU ACCELERATE THERE IS A SLIGHT HESITATION, ALMOST FEELS LIKE IT IS MISSING.			Operation	Tech Units
Cause	TEST DROVE CAR AND FOUND THE CAR TO BE SHIFTING NORMALLY WHEN ACCELERATING.			NC	127 0.0
Correction	UNABLE TO DUPLICATE THE CONCERN AT THIS TIME.				
	Tech 127 VOYNOW, JESSIE				
	FAIL CODE : TW				
Type: C				Subtotal	
				TOTAL CHARGE FOR THIS LINE	0.00
Summary of Charges for Invoice C70992			Payment Distribution for Invoice C70992		
TOTAL CHARGE 0.00			CASH DUE 0.00		
			TOTAL CHARGE 0.00		
Customer Waiting					

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SUBARU

Adv: 143	Tag: 1698	License:	KNAGE1237 7	Page: 1	Invoice: W74522	
Invoice to			Driver/Owner Information			
CHEHALIS, WA			CHEHALIS, WA			
Cell: Home:			Cell: Home:			
For Office Use			Vehicle Information			
Odometer in: 13691	Out: 13691	Dist: KNA WAR W	Quote	07 KIA OPTIMA LX 4DR SDN Silver		
MFG: 68H001		Stock#: 0005916K				
Begin: 11/14/08	Done: 12/03/08	Invoiced: 12/03/08 13:54 JH	Inservice: 12/26/07	Sold: 12/26/07		
Customer Concern						
Concern 51	CHECK OUT AND REPORT ON CUST STATES THAT AT TIMES THE TRUNK WILL OPEN WHEN VEHICLE IS PARKED AND OR WHEN THE VEHICLE IS BEING DRIVEN. BROCK AT KIA WESTERN REGION CONSUMER AFFAIRS DEVISION AS ARANGED FOR MARK WHITE TO INSPECT ON 11/14/08. CUST WILL DROP OFF CAR AT AROUND 10 AM.			Operation	Tech Units	Amount
Cause	AS PER TECH LINE ORDERED NEW BCM			NC	101	0.0
Correction	REPLACED THE BCM AND VERIFIED PROPER OPERATION			1 frame		
Parts	Part Number	PO#	Note	Description	Sell	
	SPO 95400 2G611			UNIT ASSY-BCM & RECE	1	
	Tech 101 HEATON, RONALD	did not solve problems				
	FAIL CODE : JS					
TOTAL CHARGE FOR CONCERN				0.00		
Concern 52	CHECK OUT AND REPORT ON CUST STATES THAT THE CRUISE CONTROL IS IN OP MARK WHITE TO INSPECT.			Operation	Tech Units	Amount
Cause	CRUISE CONTROL OPERATES AS DESIGNED AT THIS TIME			CN	101	0.0
Correction	COULD NOT DUPLICATE CUSTOMER CONCERN					
	Tech 101 HEATON, RONALD					
	FAIL CODE : JH					
TOTAL CHARGE FOR CONCERN				0.00		
Concern 53	RENTAL CAR 1 DAY AUTH BY BROK AT KIA WESTERN REGION CONSUMER AFFAIRS DIVISION.			Operation	Tech Units	Amount
Cause	USE HANSON MOTORS RENTAL			NC	101	0.0
Correction	NO RENTAL GIVEN					
	NO CHARGE					

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computer (bcm)

X

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HANSON MOTORS



2300 CARRIAGE LOOP S.W.
OLYMPIA, WASHINGTON 98502
943-2120



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of test security.		AS IS: The only warranties applying to this part(s) are those made by the manufacturer. HANSON MOTORS hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from HANSON MOTORS any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.	
[Redacted Signature]		YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIRMAN TO OBTAIN YOUR ORAL OR WRITTEN CONSENT TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.	
PARTS ARE ☐ NEW ☐ USED ☐ REBUILT		☐ SAVE REPLACED PARTS	

LAB RATE: 82.00- 82.00

RO	Tag	Advisor	Added	License	VIN
74522	1504	143 [Redacted]	11/14/08 09:51	[Redacted]	KNAGE1237 75 [Redacted]

Customer Information

[Redacted Address]		Cell: [Redacted]
CHEHALIS, WA [Redacted]		Home: [Redacted]
LEWIS		Reservation: 003 11/14/08 10:00
Email: [Redacted]		

Vehicle Information

07 KIA OPTIMA 4DR SDN LX Silver	Model#: 53222	Odometer: 12835
ENGINE-1.6L DOHC 16-VALVE I-	Stock No: 0005916K	
Dates: Production:	Inservice: 12/26/07	Sold: 12/26/07 SLSP: 565
Last Svc: Client: 68H001	Date: 09/29/08	Adv: 143 Odom: 10918 Daily Avg: 39 Month Avg: 1170

Ln	Type	Operation	Customer Concern	Hr./Qty
51*	W		CHECK OUT AND REPORT ON CUST STATES THAT AT TIMES THE TRUNK WILL OPEN WHEN VEHICLE IS PARKED AND OR WHEN THE VEHICLE IS BEING DRIVEN. BROCK AT KIA WESTERN REGION CONSUMER AFFAIRS DEVISION AS ARANGED FOR MARK WHITE TO INSPECT ON 11/14/08. CUST WILL DROP OFF CAR AT AROUND 10 AM. Road Tested, Scan Tested <i>NOTED NO STORED CODES, Dealer to Replace BCM per Mark White KMA-FTR</i>	
52	W		CHECK OUT AND REPORT ON CUST STATES THAT THE CRUISE CONTROL IS IN OP MARK WHITE TO INSPECT. Road Tested for 2 hrs in town and on the freeway, cruise operation is as designed	
53	W		RENTAL CAR 1 DAY AUTH BY BROG AT KIA WESTERN REGION CONSUMER AFFAIRS DIVISION. USE HANSON MOTORS RENTAL <i>* [Redacted] Air Bag off / it will come</i>	
54	W		CUST states at times the pass side [Redacted] 5319006	
55	W		CUST states when [Redacted] at 55 to 50 & then back to 55 then	

1. I REQUEST AN ESTIMATE IN WRITING BEFORE YOU THIS ESTIMATE BY MORE THAN 10%.	[Redacted Signature]	TECH SIGNATURE <i>is a Hesitational surge.</i>
2. PROCEED WITH REPAIRS BUT CALL ME IF THE PRICE WILL EXCEED	X	RECONTACT TIME AM PM
3. I DO NOT WANT A WRITTEN ESTIMATE.	Y	FINAL TOTAL X

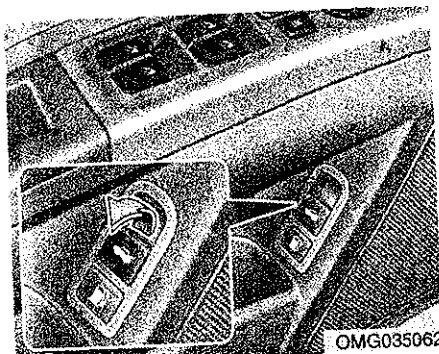
From KIA Optima owner's manual



OMG035061

When the trunk is closed, the trunk lid release lever is located on the left side of the rear seat area.

Securely. If the vehicle is not running, the battery discharge remains on.



OMG035062

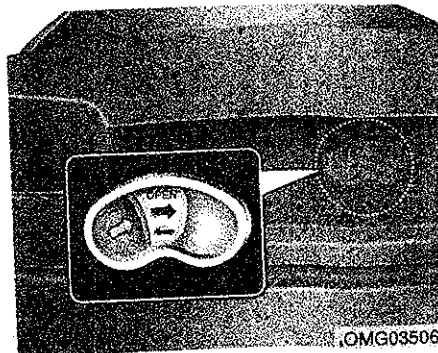
Inside the vehicle

To open the trunk from inside the vehicle, pull the trunk lid release lever.

⚠ WARNING - Exhaust fumes

If you drive with the trunk lid open, you will draw dangerous exhaust fumes into your vehicle causing serious injury or death to vehicle occupants. Open trunk lids can also dangerously obscure rear view vision.

If you must drive with the trunk lid open, keep the air vents open so that additional outside air comes into the vehicle.



OMG035063

Emergency trunk safety release (if equipped)

Your vehicle is equipped with an emergency trunk release cable located inside the trunk. The lever glows in the dark when the trunk lid is closed. If someone is inadvertently locked in the trunk, pulling this handle will release the trunk latch mechanism and open the trunk.

⚠ WARNING

No one should be allowed to occupy the trunk of the vehicle at any time. If the trunk is partially or totally latched and the person is unable to get out, severe injury or death could occur due to lack of ventilation, exhaust fumes and rapid heat build-up, or because of exposure to cold weather conditions. The trunk is also a highly dangerous location in the event of a crash because it is not a protected occupant space but merely a part of the vehicle's crush zone.

⚠ CAUTION

- If a person is locked in the trunk, they can pull the emergency release to open the trunk lid.
- We recommend that cars be kept locked and keys be kept out of the reach of children, and that parents teach their children about the dangers of playing in trunks.