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	Repository
FEB 17 2011	☐
22-DEC-2010	Reference No. 10372046

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City: WALTON HILLS	State: OH	Zip Code: [redacted]	Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
KNAGD[redacted]1284[redacted]	KIA	OPTIMA	2004

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
3-2009	BEDFORD Toyota			No: Cylinders 6	GAS
Original Owner ☐	Dealer's City: BEDFORD	State	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☑ Antilock Brakes ☑ Cruise Control			22-NOV-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES	Failure Mileage	Failure Speed
	95000	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2004 KIA OPTIMA. THE VEHICLE WAS PARKED AND LOCKED WHEN THE CONTACT ATTEMPTED TO EXIT THROUGH THE DRIVERS SIDE DOOR BUT THE DOOR WOULD NOT OPEN. IN ORDER TO EXIT THE VEHICLE, THE CONTACT WAS FORCED TO CLIMB OVER THE CENTER CONSOLE TO EXIT THROUGH THE FRONT PASSENGER SIDE DOOR. THE FAILURE WOULD RECUR WHENEVER THE VEHICLE WAS LOCKED. THE FAILURE ALSO INTERMITTENTLY OCCURRED WHEN TRYING TO ENTER THE LOCKED VEHICLE FROM THE FRONT DRIVER SIDE DOOR. THE VEHICLE WAS NOT TAKEN TO HAVE THE FAILURE DIAGNOSED AND WAS NOT REPAIRED. THE VIN WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS UNKNOWN. NOW IT HAPPENS ALWAYS Cannot LOCK VEHICLE. IF DRIVERS DOOR IS LEFT UNLOCKED ALL DOORS ARE UNLOCKED WHICH IS UNSAFE FOR CHILDREN IN REAR ~~SEAT AND THEY CAN OPEN DOOR~~

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY