 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received MAY 24 2011 03-MAY-2011	Repository <input type="checkbox"/>  Reference No. 10398730
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City BRAINTREE	State MA	Zip Code	
<i>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).</i>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNAGD126145		Make KIA	Model OPTIMA
Date Purchased		Dealer's Name and Telephone Number	Model Year 2004
Original Owner <input type="checkbox"/>	Dealer's City	State	Engine: No: Cylinders
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Fuel Type:
			Incident Date(s) 03-FEB-2011
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES		Failure Mileage 67000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 CONTACT STATED THAT THE DRIVER SIDE DOOR WAS UNABLE TO BE LOCKED FROM INSIDE OR OUTSIDE OF THE VEHICLE. THE DEALER WAS CONTACTED WHO ADVISED THAT THE REPAIR WOULD COST \$200 AT THE CONTACTS EXPENSE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 67,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<small>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.</small>			

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I have contacted Kia Consumer Assistance Center and was told that the vehicle is over 5 yrs or 60,000 miles. I was also told; That, I would have to pay for the diagnosis to determine the problem. At that point we can argue the issue.

I explained, that All vehicles, I have purchased, I never had this type of problem. She still repeated the above.

I went on line and discovered at least 30 other people have the same problem. That is when I contacted your Agency.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

BOSTON MA 021

25 MAY 2011 PM 2:11

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

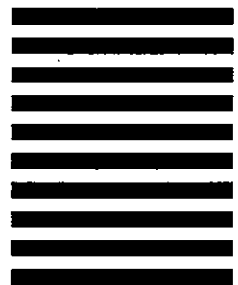
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**

20077+9382



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

