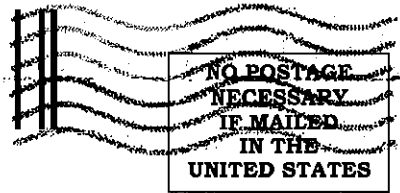
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received <b>AUG - 5 2011</b> 06-JUL-2011</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10410660</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name <input type="text"/></p>		<p>Daytime Telephone Number <input type="text"/></p>		<p>E-mail Address <input type="text"/></p>	
<p>Address <input type="text"/></p>		<p>Evening Telephone Number <input type="text"/></p>			
<p>City TOLEDO</p>	<p>State OH</p>	<p>Zip Code <input type="text"/></p>			
<p><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></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNAGD126145 <input type="text"/></p>		<p>Make KIA</p>	<p>Model OPTIMA</p>	<p>Model Year 2004</p>	
<p>Date Purchased Feb. 2005</p>	<p>Dealer's Name and Telephone Number Taylor Kia (419) 720 8811</p>		<p>Engine: No: Cylinders 4 6 cyl</p>	<p>Fuel Type: gas</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Toledo</p>	<p>State OH</p>	<p>Zip Code 43415</p>		
<p>Transmission Type automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain automatic</p>	<p>Multiple Failure: 1st time</p>	<p>Incident Date(s) 05-JUL-2011</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES</p>			<p>Failure Mileage 42000</p>	<p>Failure Speed 0</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTMAL9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p><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).</p>					
<p>TL* THE CONTACT OWNS A 2004 KIA OPTIMA LX. THE CONTACT STATED THAT THE DRIVER SIDE DOOR WOULD NOT UNLOCK WHEN USING THE KEY. THE CONTACT HAD TO ENTER THE VEHICLE THROUGH THE PASSENGER SIDE. THE VEHICLE WAS NOT INSPECTED BY A DEALER NOR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 42,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

My door on the drivers side would not open after inserting the key. I had to climb over from the passenger side to get in, I am 75 yr. old and this by itself is a safety hazard due to the arthritis in my rt hip. I asked a friend if he could try to open the door, he tried to no avail. He asked a mechanic friend of his, he used a lot of WD 40, he poured it ~~sub~~ down the windows and pulled and pulled. <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> He got it open and then used more oil in the locks. However I am afraid to lock my doors now.

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

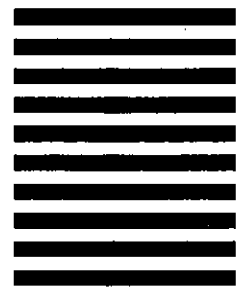
TOLEDO OH 436  
30 JUL 2011 PM 2 T



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National Highway Traffic Safety Administration  
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Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://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