



DEC 28 2012

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 <input type="checkbox"/>
21-NOV-2012	Reference No. 10485439

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			Evening Telephone Number	
City	MAYFIELD	State	KY		

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 KNAGD128445 [REDACTED]	Make KIA	Model OPTIMA	Model Year 2004
Date Purchased 11-5-12	Dealer's Name and Telephone Number		Engine: No. Cylinders V-6
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 17-OCT-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM	Failure Mileage 140000	Failure Speed
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 CONTACT STATED THAT THE DRIVER'S SIDE DOOR WAS LOCKED BUT COULD NOT BE UNLOCKED. THE CONTACT STATED THAT HE HAD TO MANUALLY UNLOCK THE DOOR WITH THE KEY IN ORDER TO GET THE DOOR TO OPEN. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 140,000.

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 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.

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

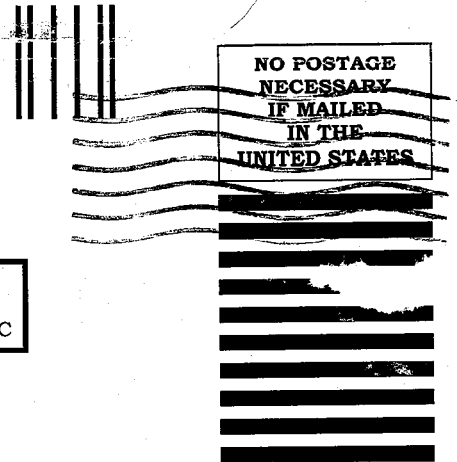
Drivers door Will not unlock useing remote or switch,  
All other doors Will unlock and unlock useing Remote  
and switch, Just Drivers door Will not unlock.  
Vehicle belongs to J & J Auto Sales, and has  
a rebuilt title, Hood, Headlight & Fender replaced.  
Vehicle was bought through Insurance pool.  
Replaced door actuator, no help, After posting  
problem on Inter-net, I see a lot of Driver door  
lock problems on this model KIA. Maby this is something  
KIA should Address. 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



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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



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

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

**If so:**

**or visit:**  
**www.safercar.gov**

**or call:**  
**Vehicle Safety Hotline**  
**888-327-4236**

**safercar.gov**

**NHTSA**  
www.nhtsa.gov

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