


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		2014 AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received 31-JUL-2015 SEP 12 2015	
OWNER INFORMATION (Type or Print)				Repository <input type="checkbox"/> Reference No. 10745242	
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
JEFFERSON		GA			
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
KNAGM4A76B5			KIA	OPTIMA	2011
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
				No: Cylinders	
Original Owner		Dealer's City		State	Zip Code
Transmission Type		Powertrain		Multiple Failure:	Incident Date(s)
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control					03-JUL-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	Failure Speed
				50000	
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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Fire		Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	0
Reported to Police				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 2011 KIA OPTIMA. WHEN THE IGNITION WAS TURNED TO THE ON POSITION, THE ENGINE DID NOT START. THE CONTACT STATED THAT THE STARTER REQUIRED EXCESSIVE FORCE IN ORDER FOR THE VEHICLE TO START. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 50,000.					
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)

CAME OUT OF STORE, DEAD, AUTOZONE TRIED TO JUMP NO LUCK. TAPPED ON STARTER AUTO STARTED. TOOK TO CARABAS KIA. TAKE 3 OR 4 DAYS, FAILURE DIDNT HAPPEN. TOOK BACK HOME. TWO DAYS LATER FAILED AGAIN. BACK TO DEALER ANOTHER 3 OR 4 DAYS DEALER CHANGED STARTER. TOOK BACK HOME, 5 DAYS LATER FAILED AGAIN. TOOK BACK TO DEALER CALLED DAILY COULD NOT FIND ANYTHING. GETTING UPSAT, WENT ON WEB SITE TOLD THEM WHAT HAPPENED. KIA TECH SAID RECALL ON POSITIVE BATTERY POST, ALSO CHECK SOME CONNECTIONS. DEALER SAID NO RECALL AND HIS TECH'S GET 30/4R THEY CHECKED EVERY THING. THREE DAYS LATER CAR WAS READY, GUESS WHAT! FOUND DEFECTIVE POSITIVE POST AND WIRES NEEDED REPLACED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

THANKS CUMPER WEB SITE

US 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

N METRO
GA 3011
04 SEP '15
PM 8 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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?



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

While leaving for 2 mile trip to store...

While leaving for 2 mile trip to store, noticed nothing on dash was lit. Arrived turned car off than
ine, got out of my car
-lad me turn key



while he ... view full

01 August 2015 07:24



Kia Mechanic

Hello, couple of things that stood out immediately, You mentioned no lights coming on at all. There was a positive battery connector recall on this model. They need to check on that. I'll post a link below you can copy and paste in your web browser to print it.

Second issue is KIA had a service bulletin out to tighten the tension on the connectors for various items. They need to look into the ones on the ignition switch and the start inhibitor switch.

I would also recommend them replacing the start relay.

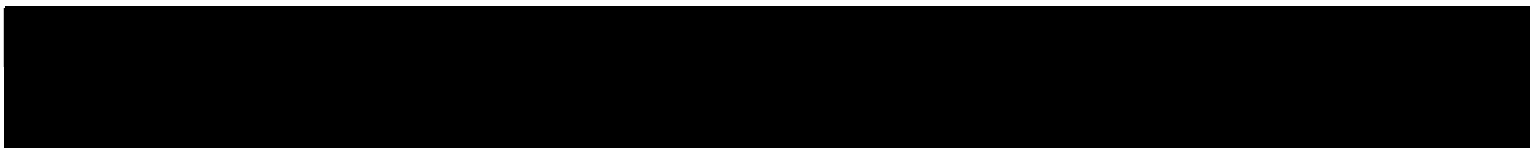
Let me know what they find and I will try my best to help further if needed.



Also check that they upgraded the smart key programming.

My goal is to provide you with excellent service. If you are satisfied, please rate me. If you have follow-up questions on this same topic, use the reply box below. To start a new conversation with me on a new topic, request me again.

01 August 2015 08:30





2400 Browns Bridge Road
Gainesville, Georgia 30504
(770) 532-6335
Fax: (770) 534-5805
www.carriagenissan.com



2801 Browns Bridge Road
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(770) 536-4434
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2815 Browns Bridge Road
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(678) 717-2150
Fax: (678) 717-0455
www.carriagekia.com

1 888-800-3334542

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DENNIS JACKSON	861 TAG NO. 261	INVOICE DATE 06/27/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 50,345	COLOR /
[REDACTED]	YEAR / MAKE / MODEL 11/KIA/OPTIMA/4DR SDN 2.4L LX AT			DELIVERY DATE
JEFFERSON, GA	VEHICLE I.D. NO. K N A G M 4 A 7 6 B 5			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/24/15	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: [REDACTED]

JOB# 1 CHARGES

LABOR
~~J# 1 00K1ZKCP2H111~~ COURTESY INSPECTION TECH(S): 999 INTERNAL
 CUSTOMER REQUESTS MULTIPOINT INSPECTION
 CARWASH-----Y-----N
 PROMISE TIME:
 WAITER-----Y-----N
 PERFORMED 27 POINT COURTESY INSPECTION

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
~~J# 2 00K1ZNPAPT~~ NEXT APPOINTMENT TECH(S): 999 INTERNAL
 YOU NEXT SCHEDULED APPOINTMENT IS / / @
 9/24/2015 3:00PM
 YOU WILL ALSO RECIEVE AN APPOINTMENT REMINDER VIA EMAIL
 48 HOURS PRIOR TO YOUR NEXT SCHEDULED VISIT; IF FOR ANY
 REASON, YOU ARE UNABLE TO MAKE YOUR NEXT APPOINTMENT,
 NEXT APPOINTMENT
 APPOINTMENT SET BY

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

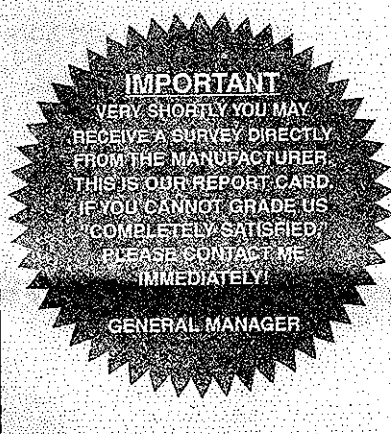
LABOR
~~J# 3 02K1ZDRS~~ CUST. DECLINED REC. TECH(S): 999 INTERNAL
 CUSTOMER DECLINED REC. SERVICES/MAINT.
 45,000 MILE SERVICE

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
~~J# 4 10K1Z08~~ WONT START TECH(S): 54821 INTERNAL
 CUSTOMER STATES ENGINE WONT START
 SUSPECT STARTER.
 NOT ABLE TO DUPLICATE. SYSTEM CHECKS GOOD. HISTORY CODES FOR
 TOMS & AIR BAG (BATTERY LOW VOLTAGE)
 NO WORK PERFORMED DURING THIS VISIT.

JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00



ALL PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. SPECIFIC WARRANTIES VARY PER MANUFACTURER.

DEALER IS 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 THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

THANK YOU FOR YOUR BUSINESS!

The Reynolds and Reynolds Company CCT20444 Q (06/14)

CARRIAGE AUTOMOTIVE GROUP

WWW.CARRIAGECARS.COM



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Gainesville, Georgia 30504
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CUSTOMER NO. [REDACTED]		ADVISOR JUDY HILL	71003	TAG NO. 482	INVOICE DATE 08/04/15	INVOICE NO. [REDACTED]
JEFFERSON, GA [REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 50,998	COLOR /	STOCK NO.
RESIDENCE PHONE [REDACTED]		YEAR / MAKE / MODEL 11/KIA/OPTIMA/4DR SDN 2.4L LX AT		DELIVERY DATE	DELIVERY MILES	
BUSINESS PHONE [REDACTED]		VEHICLE I.D. NO. K N A G M 4 A 7 6 B 5		SELLING DEALER NO.	PRODUCTION DATE	
COMMENTS		F.T.E. NO.	P.O. NO.	R.O. DATE 07/25/15		

CELL: [REDACTED]

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

1 10K1208 WONT START TECH(S) 54821 WARRANTY

CUSTOMER STATES ENGINE WONT START INTERMIT.
FOUND A FEW MAIN GROUNDS CORRODED AND POSITIVE BATTERY TERMINAL POOR CONTACT/ARCHING.
REPOSITIONED CORRODED GROUNDS AS WELL AS ADDES STAR WASHERS AND APPLIED POSITIVE BATTERY TERMINAL SHIM. OPERATING AS DESIGNED AT THIS TIME..

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	00220-G8000U	BATTERY SHIMS		
TOTAL - PARTS					0.00

SUBLET

PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
[REDACTED]			08/04/15	RENTAL	
TOTAL - SUBLET					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

ESTIMATE

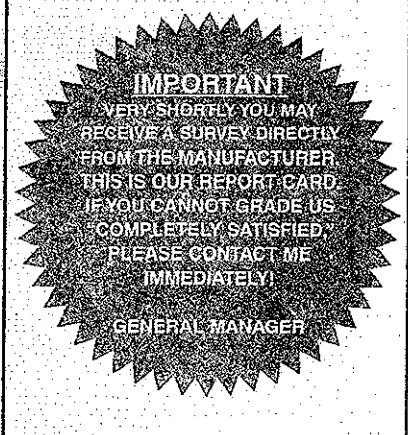
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

[REDACTED]

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00



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THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

PAGE 1 OF 1

CUSTOMER COPY

The Reynolds and Reynolds Company CC720444 Q (08/14)



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www.carriagekia.com

888-327-4236

10:50
Complaint #
10745242 7/31/11

Rent car Walter call if won't do.

CELL: [REDACTED] MO: [REDACTED]

CUSTOMER NO.	ADVISOR DENNIS JACKSON	TAG NO. 861 671	INVOICE DATE 07/08/15
JEFFERSON, GA	LABOR RATE	LICENSE NO.	MILEAGE 50,459
	YEAR / MAKE / MODEL 11/KIA/OPTIMA/4DR SDN 2.4L LX AT	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K N A G M 4 A 7 6 B 5	SELLING DEALER NO.	PRODUCTION DATE
	R.O. DATE 07/03/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

JOB# 1 CHARGES

LABOR
1 00K1ZK02MULTI COURTESY INSPECTION TECH(S): 999 INTERNAL
CUSTOMER REQUESTS MULTIPOINT INSPECTION
CARWASH-----Y-----N
PROMISE TIME:
WAITER-----Y-----N
PERFORMED 27 POINT COURTESY INSPECTION

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 00K1ZNPPT NEXT APPOINTMENT TECH(S): 999 INTERNAL
YOU NEXT SCHEDULED APPOINTMENT IS / / @
10/3/2015 4:30 PM
YOU WILL ALSO RECIEVE AN APPOINTMENT REMINDER VIA EMAIL
48 HOURS PRIOR TO YOUR NEXT SCHEDULED VISIT. IF FOR ANY
REASON, YOU ARE UNABLE TO MAKE YOUR NEXT APPOINTMENT,
NEXT APPOINTMENT
APPOINTMENT SET BY

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 02K1ZDRS CUST. DECLINED REC. TECH(S): 999 INTERNAL
CUSTOMER DECLINED REC. SERVICES/MAINT.
45,000 MILE SERVICE.

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
4 50K1Z03 NO CRANK TECH(S): 54821 WARRANTY
CUSTOMER STATES ENGINE WOULD NOT CRANK-CHECK AND ADVISE
TECH FOUND STARTER FAILED CRANKING TEST.
R&R STARTER AND NOW WORKS AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	36100-2G000RU	REMAN STARTER		0.00
				TOTAL - PARTS	0.00

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

IMPORTANT
VERY SHORTLY YOU MAY
RECEIVE A SURVEY DIRECTLY
FROM THE MANUFACTURER
THIS IS OUR REPORT CARD
IF YOU CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT ME
IMMEDIATELY!
GENERAL MANAGER

ALL PARTS AND LABOR
ARE GUARANTEED FOR
12 MONTHS OR 12,000
MILES, WHICHEVER OCC-
URS FIRST. SPECIFIC
WARRANTIES VARY PER
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CAUSE BEYOND YOUR CONTROL OR
FOR ANY DELAYS CAUSED BY THE
UNAVAILABILITY OF PARTS OR
DELAYS IN PARTS SHIPMENTS BY THE
SUPPLIER OR TRANSPORTER.

**THANK YOU
FOR YOUR BUSINESS!**

The Reynolds and Reynolds Company C0720444 Q (08/14)