

INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(6)

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

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	Repository <input type="checkbox"/>
30-OCT-2015	Reference No. 10787208

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	ROCHESTER	State	IN
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	[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 KNADM5A39C6 [REDACTED]	Make KIA	Model RIO	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<input type="checkbox"/> Cruise Control			Incident Date(s) 16-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 200000 WHEELS	Failure Mileage 17025	Failure Speed 0
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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	Number of Deaths	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).

4 TIRES WITH ONLY 17,000 MILES ON THEM, HAVE RUBBER DRY ROT CRACKS ON SIDEWALLS AND ALWAYS NEED ALL 4 TIRES AIR ADJUSTED BACK UP OVER SHORT TIME, AND ALWAYS LOOK DINGY DIRTY FROM ROAD DIRT IN CRACKS ON SIDEWALL. SAFETY HAZARD ? KUMHO SOLUS KH25 DOT YOAH YPL8 (5111) 185\65R15 ALL 4 TIRES SAME DOT. CAR KEPT GARAGED AND HARDLY DRIVEN SINCE PURCHASED NEW. TIRES SHOULD NOT BE DOING THIS. I CONTACTED COMPANY BUT NOT REPLYING TO PHONE CALLS AND I SENT EMAILS ? I NOTICED SAME BRAND BEING REPLACED BY COMPANY WITH BIGGER SIZE SAME PROBLEM RECALL ? UPDATED 12/01/15*LJ

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.



Complaint Number: 10787208

Vehicle Identification Number: KNADM5A39C6 [REDACTED]

Your Vehicle's Make Model and Model Year: KIA RIO 2012

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Wheels

What happened?

4 Tires with only 17,000 miles on them, have rubber dry rot cracks on sidewalls and always need all 4 tires air adjusted back up over short time, and always look dingy dirty from road dirt in cracks on sidewall. Safety hazard ? KUMHO Solus KH25 DOT Y0AH YPL8 (5111) 185I65R15 all 4 tires same DOT. Car kept garaged and hardly driven since purchased New. tires should not be doing this. I contacted company but not replying to phone calls and I sent emails ? I noticed same brand being replaced by company with bigger size same problem recall ?

When did this happen? 10/16/2015

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident? 17025

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Rochester

State : INDIANA

ZIP Code : [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone:

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Please wait for a site operator to respond.
Agent 'Marina' has joined the Desktop Sharing session
Marina: Thank you for contacting the Dept. of Transportation Vehicle Safety Hotline, How may I assist you?

NOV 24 2015

Hang on please I type slow, disabled problem please be pateint ?

Marina:

ok

This is regarding complaint number 10787208

I now have a jpg. picture of my tires showing dis color and cracks in rubber dry rot side wall of tires with 7/32 nd of tread left. Other brands of tires with less tread I checked are not doing this ?

How can I add picture to proof file above ?

Marina:

ok mail the pictures in with the ODI number attached to 1200 New jersey Ave SE Washington DC 20590

Ok printed. These tires only have 17,000 miles on them and stink of rubber dry rot on short drives, company not calling me back on warranty, I talk with kia motor company about this yesterday

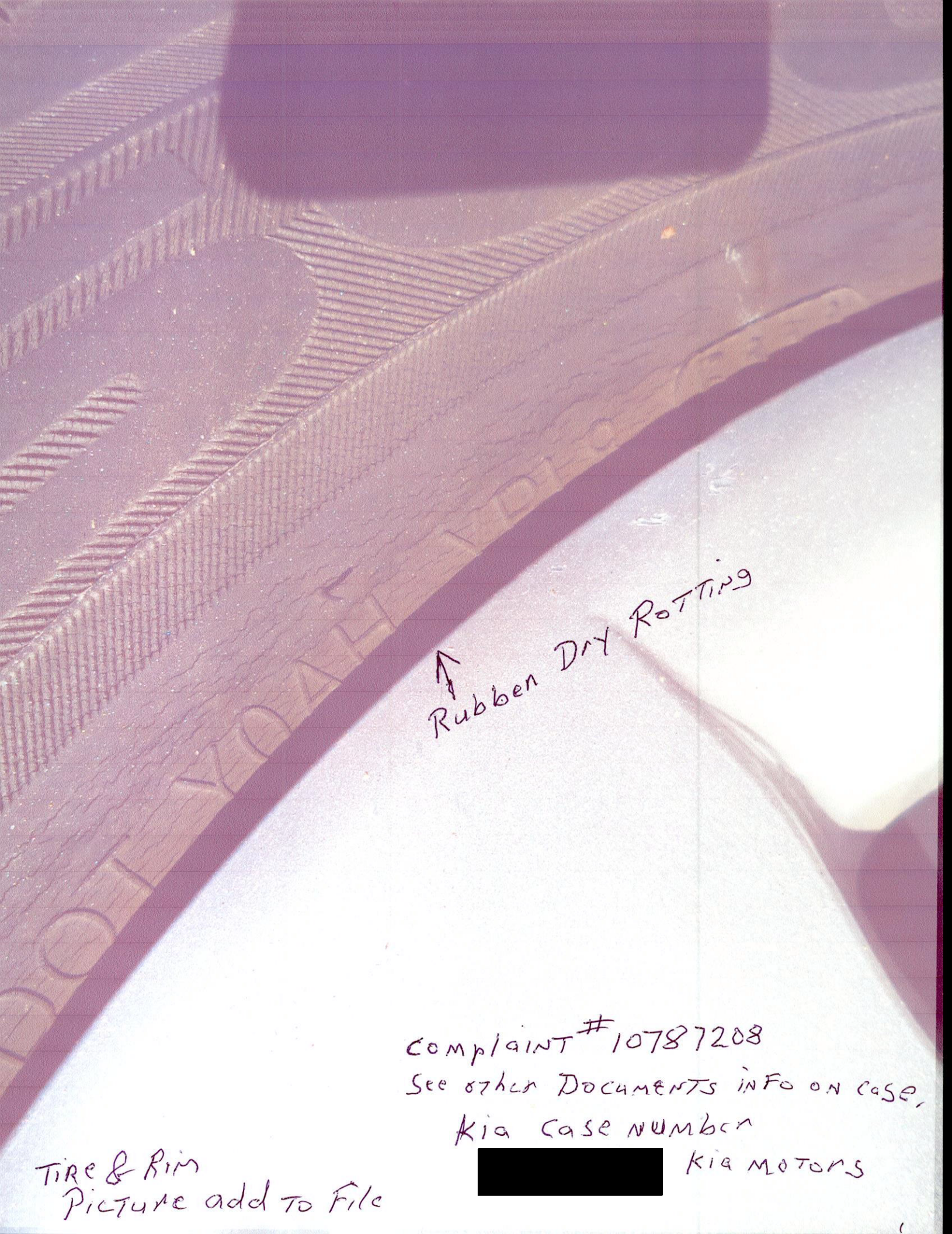
I will try to send picture attaching info ?

N.H.T.S.A. live Hotline!

NOTE INFO INFO TO CASE

I Noticed on short Drives. When Roads are Damp Then sun comes out. After coming Home, and put car in garage. TIRES EMITTING DRY ROT SMELL Under These Times.

Rubber



↑
Rubber Dry Rotting

Complaint # 10787208

See other Documents info on case,

Kia Case Number

[REDACTED] KIA MOTORS

Tire & Rim
Picture add to file

FROM:

[Redacted]
[Redacted]
Rochester, IN [Redacted]
[Redacted]
[Redacted]

UNITED STATES POSTAL SERVICE. Retail

F **US POSTAGE PAID**
\$2.54

Origin: 46975
Destination: 20590
0 Lb 2.20 Oz
Nov 12, 15 1025
1774360818-13

USPS FIRST-CLASS MAIL®

USPS TRACKING NUMBER



9500 1122 9106 5316 0299 76

Picture
Complaint
10787208

Bubble Mailer
10 1/2" x 16"

TO:

N. H. T. S. A.
1200 New Jersey Ave, SE,
Washington DC 20590
[Redacted]
[Redacted]

TO:
NEF-010

Ready **P**ost®