

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received 25-APR-2016 SEP -8 2016		Repository ☐ Reference No. 10861177	
OWNER INFORMATION (Type or Print)					
Name		[Redacted] (maiden: [Redacted])		Daytime Telephone Number	
Address		[Redacted]		E-mail Address	
City		SOUTH BOSTON		Evening Telephone Number	
State		MA		(Same)	
Zip Code		[Redacted]			
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	
KNAGM4A72B5 [Redacted]		KIA		OPTIMA	
Model Year		2011			
Date Purchased		Dealer's Name and Telephone Number		Engine: 2.4L GDI	
April 2015		Quirk Kia => 781. 848. 2900		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☐		Braintree		Regular	
State		Zip Code			
MA		02185			
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes				25-APR-2016	
☐ Cruise Control					
		Multiple Failure: Engine failure and oil light failure			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	
				78000	
				≈ 80,000	
				Failure Speed	
				55	
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)		☐ Original Equipment ☐ 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				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. THE CONTACT STATED THAT WHILE DRIVING OVER 55 MPH, THE ENGINE WOULD BEGIN TO RUMBLE. AFTER INSPECTING THE VEHICLE IT WAS DISCOVERED THAT NO OIL WAS PRESENT. THE CONTACT INDICATED THAT THE LOW OIL SENSOR WARNING LIGHT HAD NOT ILLUMINATED TO ALERT OF THE ISSUE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE ENGINE NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 78,000.					
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)

In April 2016, I was driving when all of the sudden / without warning, my car (2011 Kia Optima) began to make a knocking noise. As I drove home with this knocking noise I noticed the car began to struggle. When the car was taken to the shop they told me the engine failed at only 80000 ~~miles~~ miles and that it was not drivable without a new \$5,000 engine. I couldn't afford it so to keep my job I had to buy a New car from them with a better warranty, as I have children. By June 2016, Kia sent a notice about their bad engine connecting rod. There is no mention about their bad oil lights.

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

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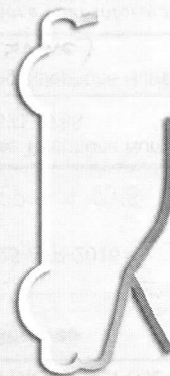
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

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



If so:

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

or visit:

www.safecar.gov

or call:

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



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