

DOT Auto Safety Hotline

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"/>
17-JUN-2016	Reference No. 10874763
JAN - 4 2017	
Daytime Telephone Number	E-mail Address
[Redacted]	[Redacted]
Evening Telephone Number	[Redacted]

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City SOUTH HILL State VA 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: 5XYKTCA68DG [Redacted]

Make	Model	Model Year
KIA	SORENTO	2013
Date Purchased	Dealer's Name and Telephone Number	Engine:
11/11/2013	Pearson's	No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	Fuel Type:
	Richmond	Gas
State	Zip Code	
VA	23	
Transmission Type	Antilock Brakes	Powertrain
Automatic	<input type="checkbox"/>	
	<input checked="" type="checkbox"/> Cruise Control	Multiple Failure:
		Incident Date(s)
		14-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage	Failure Speed
87500	20

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	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2013 KIA SORENTO. WHILE DRIVING 20 MPH, THE VEHICLE MADE AN ABNORMAL NOISE. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 87,500. THE VIN WAS UNAVAILABLE.

owner notified she was responsible to pay \$2,100 for research of engine failure - owner would be responsible for repairs. Kia of Colonial Heights advised they did not have pictures of identified mechanical part - NDR the actual part. Owner requested items - June 16-17, 2016 Dealership replaced

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 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.

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

Engine with Rebuilt Engine - They ~~did~~ They only replace engine + left all other old parts on car - Next day Heat hose came loose loss all ant-freeze - all ~~the~~ alet dusty filters needed replacing - Screws were left out of Engine cover - Windshield chuse never reconnected

ATTACH ADDITIONAL SHEETS IF NECESSARY

RICHMOND
VA 230
05 DEC '16
FM 1 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, NEF-100
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



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