



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR 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

20-OCT-2016

Repository ☐

Reference No.
10917622

OWNER INFORMATION (Type or Print)

Name

Address

City

FAIRMONT

State WV

Zip Code

Daytime Telephone Number

E-mail Address

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

Make

KIA

Model

OPTIMA

Model Year

2012

5XXGR4A61CG

Date Purchased

6/5/13

Dealer's Name and Telephone Number

Martin Auto Gallery

Engine: 2.0 Turbo

No. Cylinders 6B1

Fuel Type:

Gas

Original Owner ☐

Dealer's City

Castle Shannon

State PA

Zip Code 15234

Incident Date(s)

17-OCT-2016

Transmission Type

☒ Antilock Brakes

Powertrain

Blown Engine

Multiple Failure: + Turbo,
Inter-cooler, Manifold,
Starter

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 050000 ENGINE (PWS)

Failure Mileage

85000

Failure Speed

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: DOTM4L9ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

THE CONTACT OWNS A 2012 KIA OPTIMA. WHILE DRIVING AT A LOW SPEED, THE ENGINE BLEW OUT WITHOUT WARNING. THE DEALER DIAGNOSED THAT THERE WERE TURBO ISSUES WITH THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 85,000.

Please see all attached work invoices and notes!

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Privacy Act: 5 U.S.C. 552a-11 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 responses 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, if submitted in a timely manner, may be used in support of the agency's action.

Freedom Kia

696 Fairmont Row
Westover, WV 26001

304-291-5090

Mon - Fri: 8:00AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM



Page ①

FAIRMONT, WV		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		5XXGR4A61CG		84838	84838	10/10/16 17:29	10/11/16	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2012 KIA OPTIMA SX ()					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		90.00					Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				JOSH DAVIDISON (JTD)				

YOU MAY BE RECEIVING AN EMAIL SURVEY REGARDING YOUR VISIT
IF YOU CANNOT RATE OUR SERVICE'S PERFORMANCE A 10 IN ALL CATEGORIES PLEASE CALL.
YOUR SATISFACTION IS OUR #1 GOAL!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	00		A54		Customer	\$90.00
Concern	Customer concern; wastegate adjustment.					
Cause	Customer states that the vehicle would not build or hold boost. Techscanned vehicle and found code P2502.					
Correction	Tech adjusted wastegate from 4.85v to 4.12v. Checked turbo for shaftplay and found turbo in good operating condition. Test drove vehicle and verified proper operation at this time.					
Line Total						\$90.00

Totals

	Amount
Labor	\$90.00
SHOP CHARGE	\$6.75
SalesTax	\$5.81
TOTAL CASH	\$102.56

10/17/16 (Tonight's Later) engine blew...
10/18 Josh will look for new or used engine, can prob. use Turbo from old (if needs new ~\$900.)
10/19 used w/ 37,000 mi. ~\$5200. (inc. labor)
had towed to Freedom KIA

disclaimer

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

X

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

10/24/16 Eric @ 1-800-333-4KIA (4542) 10/24/16 Consumer Satisfaction Assistance
I explained everything... He asked to put me on hold... checking to see if KIA can help... (2)

Case# [redacted]
will call back ~ 1 p.m. or 4 p.m. - will talk to Freedom 1st thing in morn...

10/25 Left msg ~ 5:18 p.m. I called back talked to "Roman" - said he'd leave
Told him further how Freedom kept car longer in day to further "diagnose" (for another \$45) (heard a sound) Erica msg and he'd get back to me in a day or 2 w/ Mgr's decision
nothing else done... (Take for a drive/etc...)

10/27 5:50 p.m. Kenneth... I tried to call - Eric had just left for the day...

Can call in morning 8 Pacific time / 11 Eastern. Gone Again 5:42 p.m. / 2:42 p.m. Pacific ???
10/28 5:40 p.m. Morgan, took more info (I told what Receipt "Correction" says, and about Freedom wanting to "Further diagnose" etc...) - she assured Eric would call me as soon as he's heard from district Mgr. + said they'll keep in close contact w/ dealership too! (since they've had car 11+ days now!)

11/2/16 10:00 a.m. (Haven't heard anything for 5 days)... Tracy - put on hold ~ 2-3 min's - same news as last Fri from Morgan... Eric still waiting to hear from District Service Mgr./Freedom knows what's going on??? " will contact me as soon as he knows something! - Eric left msg later...

Case sent to "Escalation Team" ... will hear from Corp. Dist. Mgr. next...
11/8/16 8:15 a.m. Freedom Kia - Scott (Serv. Mgr.) called w/ good news msg... I called back...

Customer @ Good-will Repair will pay 1/2 new Engine + Labor (includes Turbo from old engine)

11/10/16 I called Josh... \$4140. Eng. + \$1650. Labor + \$5990. Fluids, gaskets, etc. (estimated high) + 6% tax ~ \$6400.
12/23 Final: (Scott) \$3200. KIA ~ \$3254.70 new engine, manifold, intercooler, Turbo, starter... Kirk has order in... will probably have new engine by next Tues. (11/15)
Josh will keep me updated!

11/22 - I ended up calling them... Josh said they're working on putting new engine in - should be ready by day's end (11/23)...
11/23 (Afternoon) Josh left msg \$1400. more - KIA still pay 1/2 (need new ~ \$650. turbo, inner cool, manifold) - said he'd try me back 1st thing Fri. morn
11/25 ~ 11 a.m. I called Josh - correction \$1400. more (my 1/2) Fixing Brakes! - KIA pay 1/2 - call Corporate! open Man (11/23) Freedom pay 1/2.



Freedom Kia

596 Fairmont Road
Westover, WV 26501

304-291-5090

Mon - Fri: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM



4

old engine: new engine!
85500? This is 510 miles?
They said they ran 50-60 miles???
I put 150 on in 2 days
Set TRIP B @ 00000
odometer = 85650
Engine = 660
Change oil

FAIRMONT, WV		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		5XXGR4A61CG	84990	84000	11/14/16 09:07	12/28/16	
		VEHICLE DESCRIPTION		TAG NO.		STATUS	
		2012 KIA OPTIMA SX ()		90K is next		PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		90.00					No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				SCOTT GREGORY (SG)			

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Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	00		A54		Warranty	
Concern	Customer concern; engine making noise					
Cause	tech found engine to have rod bearing failure. metal shavings made it way through intake manifold and turbo.					
Correction	tech replaced engine, intake manifold, and turbo assembly. vehicle operating as designed at this time.					
Part Number	Description				Qty.	
21101 2GK02R	REMAN SUB ENGI				1	
28271 2G100	INTERCOOLER				1	
28231 2G410	TURBOCHARGER				1	
28310 2G900	MANIFOLD ASSY-				1	
28246 2C400	GASKET-T/C OIL				2	
28246 2G400	GASKET OIL DRA				1	
28521 2G401	GASKET-EXHAUST				1	
UM050 CH012	5W30 ENG OIL				5	
UM040 CH012	ANTIFREEZE/COOLANT				1	
36100 2G200RU	REMAN STARTER				1	
B +	00		A54		Warranty	
Concern	Customer concern; engine rod broken and will not allow technician to unbolt torque converter bolts					
Correction	technician had to cut and torch the remainder of the rod out so we could rotate engine to remove the rest of the torque converter bolts					
C +	36100R1A		A54		Warranty	
Concern	Customer states starter was damaged when engine locked up and was attempted to be restarted.					
Correction	tech replaced starter - Goodwill claim					

11/28 Corp. Leo... I told everything... he's sending me to escalated case mgr. (said he'd tried to call me last week???/no voicemail)? Mr. Bruce Hart (Leo left h.m. msg.)
520-770-4888 4 can try him later today (don't leave mult. msg's/Leo left all info I told him) - call 800-333-4KIA (trouble getting to Mr. Hart)

11/30 ~9a.m. Mr. Hart hadn't called me yet... I called his # - (left msg) ???... (case# [redacted])

12/5 ~9:45 (still no word) called Mr. Hart again - left more detailed msg. - told how Freedom said should be done Wed. 11/23... then called that evening to say ~\$1400 more ??? unacceptable!

12/9 ~9:55a.m. ~~Paxana~~ Roxana - Read notes (HOLD) - trying to reach Mr. Hart - sent me once more to his voicemail to leave msg. (I did) (3rd one) - Roxana was also leaving or emailing him too! Told him after 3 today or after 5 Sat...

12/11 P.M. - Mr. Hart left me a msg. to call him... I called ~6:05 P.M. (4:05 AZ ???) - still just voicemail - left another msg ??? Again told after 3 P.M. through week!

12/15 - Mr. Hart once again left me a msg. before 3 P.M. ... I tried him back on lunch break at 1 P.M. - still no answer (of course)... told him I will be waiting on his call after 3 P.M. - Nothing ???

12/17 (Sat) - Thought I'd "give it a shot" ??? - Left msg... reminded I'll be waiting/looking forward to his call after 3 P.M. Mon. Told this is very unacceptable treatment and that Freedom KIA should be responsible for overage in cost after telling me bottom line \$3200. or less (depending on fluids/gaskets cost - he'd figured that amount high)!

Tues 12/20 ~12 P.M. - called Mr. Hart - left msg. - said I'd been waiting on his call after 3 P.M. Mon. (nothing) - very unacceptable - working afternoon today but off Wed. - would keep phone with me and he could call anytime (all day) - nothing...

Wed 12/21 8:10 P.M. - Finally called KIA Cons. Assistance back... Ali - says they've ordered turbo manifold inter-cooler to fix car... I need to call Josh at Freedom for more update, but Mr. Hart will still call me! (at hrs. 6a-3p.)

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CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
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HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				SCOTT GREGORY (SG)				

Totals

TOTAL CUSTOMER

Amount
No Charge

Check # [REDACTED]
CP - \$3254.70
12/31/16

disclaimer

STATEMENT OF DISCLAIMER

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X

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(DATE)