



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

FOR AGENCY USE ONLY 100148

Date Received: 09-JAN-2017
 Repository:
 Reference No.: 10943749

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: STAFFORD State: VA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
 Evening Telephone Number:

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNDPMCAC9H7 [REDACTED]
 Make: KIA Model: SPORTAGE Model Year: 2017
 Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
 Original Owner: Dealer's City: State: Zip Code:
 Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 04-JAN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS) Failure Mileage: 83044 Failure Speed: 30

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: DOTM9ABC036): 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

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: Reported to Police: Y

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 RENTED A 2017 KIA SPORTAGE. THE CONTACT STATED THAT WHILE PULLING INTO AN ARMY BASE AT APPROXIMATELY 30 MPH THERE WAS SMOKE COMING FROM THE VEHICLE. A WITNESS INFORMED THE CONTACT THAT THERE WERE FLAMES COMING FROM UNDER THE VEHICLE. THE FLAMES SPREAD TO THE HOOD AND WRAPPED AROUND TO THE DRIVER'S SIDE OF THE VEHICLE. THE CONTACT EXITED THE VEHICLE AS IT ENGULFED IN FLAMES. THE CONTACT OBSERVED THAT THERE WAS A TRAIL OF FUEL COMING FROM THE VEHICLE. THE FIRE WAS DISTINGUISHED BY THE LOCAL FIRE DEPARTMENT. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TOWED BACK TO THE RENTAL COMPANY. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 83,044. UPDATED 02/03/17*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.



PO BOX 8385
GAITHERSBURG, MD 20898
Tel: 301-216-0154 • Fax: 301-216-2318

JAN 17 2017

January 11, 2017

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
West Building
Washington, DC 20590**

**RE: Date of loss : 01/04/17
Our File No. : [REDACTED]
ODI No. : 10943749
Vehicle : 2017 Kia Sportage**

Dear NHTSA,

ELCO Administrative Services Company administers claims on behalf of Enterprise RAC Company of Maryland, LLC. (hereinafter referred to as "Enterprise").

Please be advised that this claim was just reported to our office and is under investigation at this time. Please contact the undersigned upon receipt of this correspondence to discuss this matter.

I am in the office Monday through Friday from 7:00am-3:30pm. Thank you for your anticipated cooperation. I look forward to hearing from you.

Yours truly,

Christina McElwee
Liability Administrator
301-208-2251



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January 28, 2016

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

RE: Date of Loss: 01/04/17
Vehicle: 2017 KIA SPORTAGE
VIN: KNDPMCAC9H7 [REDACTED]
Our File No.: [REDACTED]
ODI No.: 10943749

Dear NHTSA,

Please be advised this office handles claims for Enterprise RAC Company of Maryland, LLC. (hereinafter "Enterprise").

Due to the fire to this vehicle, we will have it inspected. This vehicle will be inspected by FORCON International, LLC. on February 9, 2017 at 10:00 am. After that time we will release the vehicle to Enterprise so they may repair, rent or sell the vehicle as they see fit.

If you would like to attend the inspection or have an expert attend on your behalf, please contact me at 301-208-2251 upon receipt of this letter.

Sincerely,

A handwritten signature in black ink, appearing to be 'C. McElwee', written over a horizontal line.

Christina McElwee
ELCO Administrative Services Company
Liability Administrator

Via Certified Mail No.: 70042510000233599600