INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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	Repository ☐
09-AUG-2017	Reference No. 11013874
OCT 25 2017	

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City: NORTH HUNTINGDON	State: PA	Zip Code: [redacted]	Evening Telephone Number: [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	Model Year
5XXGM4A74CG[redacted]	KIA	OPTIMA	2012

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
1-31-2012	Jim SHORKEY KIA 724-515-1000	No: Cylinders 4	UNLEADED
Original Owner ☑	Dealer's City: NORTH HUNTINGDON	State: PA	Zip Code: 15642

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☑ Cruise Control			08-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 030000 BRAKES (PWS)	Failure Mileage	Failure Speed
	23538	10 MPH

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: DOTMAL9ABC036)	☐ 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
☐ Yes ☒ No	☐ Yes ☒ 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 2012 KIA OPTIMA. WHILE DRIVING DOWNHILL WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE ABRUPTLY ACCELERATED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT WAS ABLE TO ENGAGE THE EMERGENCY BRAKE, BUT THE VEHICLE DECELERATED AND RETURNED TO NORMAL AFTER THE ACCELERATOR PEDAL WAS APPLIED WITH CAUTION. THE VEHICLE WAS NOT TAKEN TO A DEALER OR LOCAL MECHANIC FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 23,538.

SEE REVERSE SIDE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

WHILE DRIVING DOWN HILL, WITH BRAKE PEDAL DEPRESSED, GETTING READY TO STOP AT STOP SIGN, THE VEHICLE ACCELERATED UNEXPECTEDLY TO A SPEED OF 30 TO 35 MPH. I DID NOT ENGAGE THE EMERGENCY BRAKE. I DID SHIFT THE VEHICLE FROM DRIVE TO NEUTRAL. ENGINE CONTINUED TO RACE UNCONTROLLABLY. I TAPPED THE ACCELERATOR PEDAL WITH MY FOOT AT WHICH TIME THE ENGINE RETURNED TO NORMAL. THIS WAS THE THIRD TIME THIS TYPE OF INCIDENT HAD OCCURED. I DID TAKE THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TEST ON AUG. 11, 2017. ATTACH ADDITIONAL SHEETS IF NECESSARY NO PROBLEMS WERE FOUND.

RMC 9-18-2017

PITTSBURGH
PA 150
18 SEP '17
PM 2 L

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

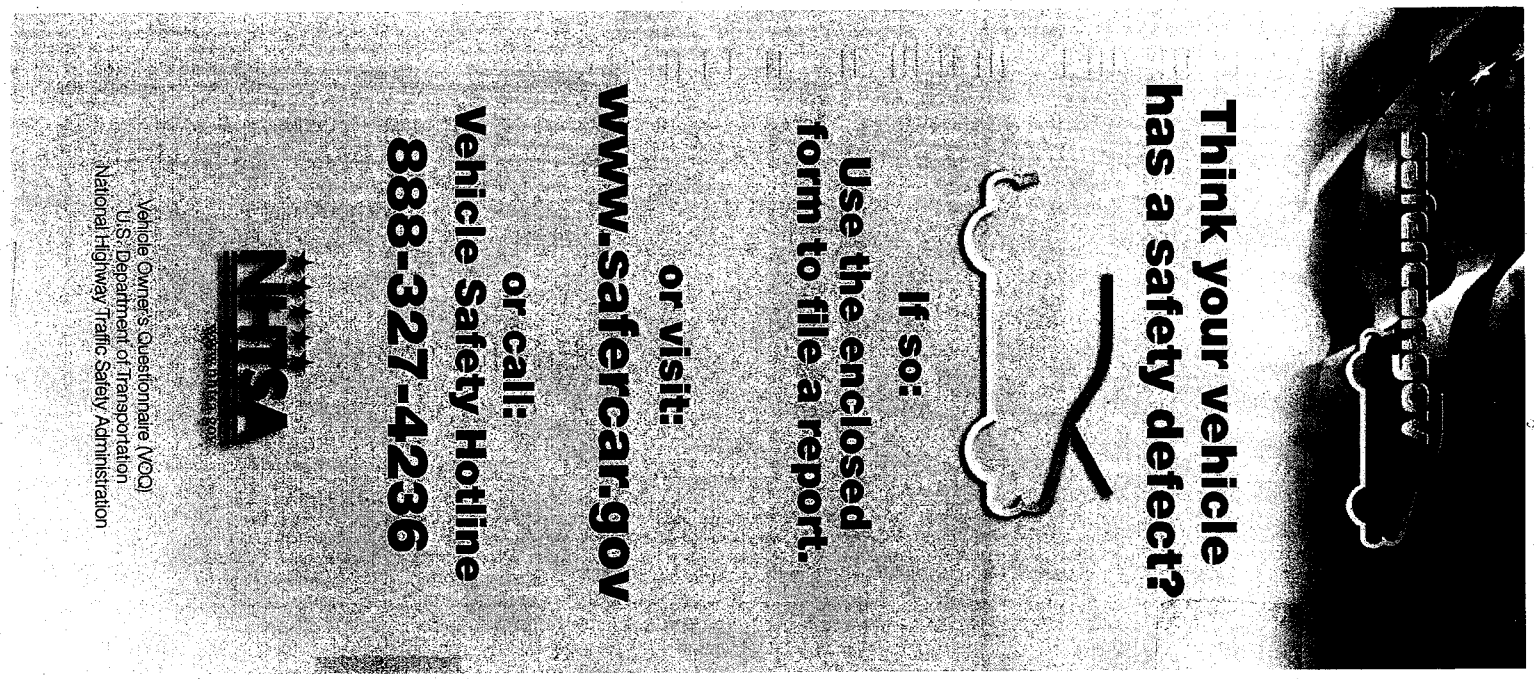
Official Business
Penalty for Private Use $300

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



N.H.T.S.A. Ref #: 11013874

CUSTOMER #: [redacted]

[redacted]

INVOICE

Jim SHORKEY Family Owned Since 1974 AUTO GROUP
KIA CHRYSLER DODGE Jeep RAM
12900 Route 30 West · P.O. Box 446
North Huntingdon, PA 15642
Main: (724) 515-1000 · Parts: (724) 515-1001
Fax: (724) 382-3121

[redacted]

IRWIN, PA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

PAGE 1

SERVICE ADVISOR: 2258 CHAD MULLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	12	KIA OPTIMA	5XXGM4A74CG[redacted]		23553/23558	T337AS

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JAN12 IS							
30JAN12 DD			14:00 11AUG17		99.95	CC	11AUG17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:
07:50 11AUG17	14:20 11AUG17		[redacted]	2.4_Liter_GDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHILE APPLYING BRAKE PEDAL AT TIMES VEHICLE WILL ACCELERATE ON ITS OWN CUSTOMER IS AWARE OF DIAG			
CS CUSTOMER STATES WHILE APPLYING BRAKE PEDAL AT TIMES VEHICLE WILL ACCELERATE ON ITS OWN CUSTOMER IS AWARE OF DIAG			
687 CP 0.00		0.00	0.00
DIAG DIAGNOSIS OF CUSTOMER CONCERN/AND OR ENGINE LIGHT			
687 CP 1.00		99.95	99.95
PARTS: 0.00 LABOR: 99.95 OTHER: 0.00 TOTAL LINE A:			99.95
23553 UNABLE TO DUPLICATE CUSTOMER CONCERN. CHECKED FOR CODES. NO CODES PRESENT ACTIVE/HISTORY. TEST DROVE OPERATING PER DESIGN.			
**********			
B SC147 2.4L GDI & 2.0L T-GDI THETA ENGINE			
CAUSE: R			
171A29I0 SC147			
687 WK 0.70			(N/C)
1 26300-35504 FILTER ASSY-ENGINE O			(N/C)
1 21513-23001 GASKET OIL PLUG			(N/C)
5 T0530-QRT12 TOTALOIL5W30SN			(N/C)
1 26611-2G050QQK ROD ASSY-OIL LEVEL G			(N/C)
FC: 171A29I0			
PART#: 26300-35504			
COUNT: 1			
CLAIM TYPE: R			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C KSE - KIA SERVICE EVALUATION			
KSE KSE - KIA SERVICE EVALUATION			
687 ISP 0.00			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

KIA MOTORS

RECALL for METAL SHAVINGS IN OIL
Nothing found
OK

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer. ☐ DISCARD

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

X _____
CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY