



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

25-JAN-2018

APR 18 2018

Repository ☐

Reference No.  
11064973

Daytime Telephone Number

E-mail Address

Evening Telephone Number

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MARYVILLE

State

CA

Zip Code

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

5XXGN4A6XCG0

Make

KIA

Model

OPTIMA

Model Year

2012

Date Purchased

Dec 23, 2012

Dealer's Name and Telephone Number

GEWEKE KIA 530-634-6161

Engine

No. Cylinders (4)

Fuel Type:

unleaded

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

22-JAN-2018

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING

Failure Mileage

42000  
142,000

Failure Speed

65  
lower

**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

☐ 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).

TL\* THE CONTACT OWNS A 2012 KIA OPTIMA. WHILE DRIVING 65 MPH, THE CONTACT HEARD A CLICKING SOUND AND THE STEERING WHEEL BEGAN SLIPPING. THE CONTACT DROVE HOME AND CALLED GEWEKE KIA (1234 SUNSWEET BLVD, YUBA CITY, CA 95991). THE DEALER STATED THAT THERE WERE NO RECALLS ON THE VEHICLE. THE MANUFACTURER WAS NOT AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 42,000.

This clicking + slipping happens all the time when the 142,000 vehicle is in motion. It happens at higher + lower speeds. It makes a terrible sound when backing up also. There is not full control of the wheel turning + I fear an accident because the wheel doesn't turn properly.

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)

See notes on front.

Clicking + Slipping of Steering wheel - loss  
of control on wheel. It is either  
mechanical or computer issue.

This started happening as soon as I got the  
car back from the dealership after a recall on the  
motor. The entire motor/engine was replaced.

ATTACH ADDITIONAL SHEETS IF NECESSARY

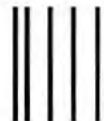
U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300

SACRAMENTO  
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04 APR '18  
PM 31



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US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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

