

 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 26-APR-2018 JUN 12 2018		Repository ☐ Reference No. 11090297	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		Zip Code		City	
Daytime Telephone Number		Evening Telephone Number		E-mail Address	
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		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders	
Original Owner		Dealer's City		State	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control		Incident Date(s)		16-APR-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 111000 ELECTRICAL SYSTEM: BATTERY				Failure Mileage	
				Failure Speed	
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	
☐ Yes ☒ No		☐ Yes ☒ No		☐ Yes ☒ No	
Number of Deaths		Reported to Police			
0		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 HYBRID. WHILE DRIVING APPROXIMATELY 50 MPH, THE VEHICLE STARTED TO SLOW DOWN AND THEN STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO COAST TO THE SIDE OF THE ROAD. THE CONTACT POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE HYBRID BATTERY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT TAKEN TO A DEALER AND WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN A RECALL. THE APPROXIMATE FAILURE MILEAGE WAS 107,000.					
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.					

1) OWNER INFORMATION CORRECTION:

NAME [REDACTED]

2) FAILURE SPEED CORRECTION:

35 MPH

3) NARRATIVE DESCRIPTION OF THE INCIDENT:

TL* THE CONTACT OWNS A 2012 KIA OPTIMA HYBRID. WHILE DRIVING APPROXIMATELY 50 MPH, THE VEHICLE STARTED TO SLOW DOWN AND THEN STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO COAST TO THE SIDE OF THE ROAD. THE CONTACT POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE HYBRID BATTERY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT TAKEN TO A DEALER AND WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN A RECALL. THE APPROXIMATE FAILURE MILEAGE WAS 107,000.

TL* THE CONTACT OWNS A 2012 KIA OPTIMA HYBRID. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE STARTED TO SLOW DOWN AND THEN STALLED WITHOUT WARNING. THE MESSAGE DISPLAYED ON THE SCREEN SHOWING: "HYBRID SYSTEM WARNING! SAFELY STOP AND DO NOT DRIVE", (PLEASE SEE ATTACHED PHOTO). THE VEHICLE WAS ABLE TO COAST TO THE SIDE OF THE ROAD. THE CONTACT POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE HYBRID BATTERY FAILED AND NEEDED TO BE REPLACED. THEY REPLACED THE HYBRID BATTERY AS WELL AS THE AUXILIARY BATTERY, HOWEVER THE ISSUE WITH HYBRID BATTERY STILL THERE AFTER TEST DRIVE AND AFTER ANOTHER DIAGNOSE: THE MECHANIC NOTICED THAT THE ENGINE WAS FAILING AND NOT ABLE TO CHARGE HYBRID BATTERY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN A RECALL. THEN THE OWNER TOOK THE VEHICLE TO THE KIA DEALSHIP FOR FURTHER DIAGNOSIS ABOUT THE ENGINE AND THE ISSUE. THEY ALSO DIAGNOSED AND CONFIRMED THE ISSUE TO BE THE ENGINE FAILURE BEING SEIZED. THE APPROXIMATE FAILURE MILEAGE WAS 107,XXX.

- copy of the repair costs paid so far is attached.
- The Engine has not been fixed.





Main Street Tire & Auto
43141 Town Hall Plaza
Chantilly, VA 20152
(703)327-5727

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: STONE RIDGE, VA, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 12
Make: KIA
Model: OPTIMA HYBRID
Lic No: [REDACTED]
VIN: KNAGM4ADXC5 [REDACTED]
Color: [REDACTED]
Engine: 4-2400 2.4L DOH
Mileage In: 0
Mileage Out: 107979

Create Date: 04/17/18 12:58:20
Date/Time: 05/03/18 13:52:52
Workorder #: [REDACTED]
Invoice #: [REDACTED]

Email Address: [REDACTED]
PO Number: [REDACTED]
Fleet/Wholesale: N

Salesperson: T. EVANS

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
------	--------	-----	-----	-------------	-------	-------	-------

*** Customer Wishes To Discard Old Parts ***

These Parts And/Or Services Were Declined by the Customer:

1	*OE HYBRID	HV HYBRID BATTERY
1	LENG	LABOR - ENGINE
REPLACE ENGINE ASSEMBLY TRANSFER NECESSARY COMPONENTS .		
1	*ENGINE	ENGINE BLOCK
71,000 MILES		

CREDIT CARD #: XXXX-XXXX-XXX [REDACTED]
APPROVAL # [REDACTED]
TICKET # [REDACTED]

APPLABEL: VISA CREDIT
AID: A0000000031010
TVR: 8080008000
IAD: 06010A03A02000
TSI: 6800
ARQC: B4CA22C195A0565F
ARC: 00
CVM: S

I hereby authorize the repair work to be done along with the necessary parts and materials and/ or your employees permission to operate the vehicle herein described on streets, highways or elsewhere at you descretion, for the purpose of testing and or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that Main Street Tire and Auto is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage to vehicle, or aticles left in car in case of fire, theft or any other cause beyond our control. ALL REPAIR WORK COMES WITH A 24 MONTH/24,000 MILE WARRANTY, WHICH EVER BENEFITS MORE, UNLESS SPECIFIED OTHERWISE!
X Customer Signature: _____

Thank you for your
business,
mainstreettireandauto.com

PAY AMOUNT
VISA 908.50

TECH: 000004-4.00 DANIEL
000099-0.00 SHOP

SUB TOTAL	908.50
SALES TAX	0.00
GRAND TOTAL	908.50

Thanks for your business.
INVOICE INVOICE Main Street Tire & Auto INVOICE INVOICE



www.BrownsCar.com

Brown's Manassas KIA

9030 Liberia Ave.
Manassas, VA 20110
Phone: (703) 331-8080
manassaskia.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JONATHAN	23337	TAG NO. 4183	INVOICE DATE 05/18/18	INVOICE NO. [REDACTED]
STONE RIDGE, VA [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 107,979	COLOR SATIN METAL	STOCK NO.
	YEAR / MAKE / MODEL 12/KIA/OPTIMA/4DR SDN 2.4T EX AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K N A G M 4 A D X C 5			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO. 28002	R.O. DATE 05/04/18
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 107979

JOB# 1 CHARGES

LABOR

J# 1 01K1GENDRIVEAB GENERAL DRIVEABILITY TECH(S):28002 **652.50**

C/S THAT VEHICLE DISPLAYS CHECK HYBRID SYSTEM.
VERIFY AND ADVISE.
GENERAL DRIVEABILITY.
TECH FOUND THAT DRIVE BELTS HAVE SLIPPED OUT. RECOMMENDS TO
REPLACE BOTH DRIVE BELTS DUE TO SIGNS OF RIPPED ON MAIN
HYBRIS BELT. AFTER BOTH BELTS REPLACED TECH MANUALLY CRANKED
ENGINE TO TEST EVERYTHING WAS FUNCTIONING CORRECTLY.
NOTICED THE MAIN HYBRID DRIVE BELT WAS SLIPPING OFF FROM THE
TENSIONER. TECH NOTICED THAT TENSIONER HAD WEAR ON PULLEY.
SO TECH REPLACED BOTH MAIN HYBRID BELT TENSIONER THEN
RETESTED TO SEE IF THE BELT IS SECURE. WHEN RETESTING TRYING
TO MANUALLY TURNING ENGINE IT WOULDN'T TURN OVER DUE TO
SEIZED ENGINE. TECH RECOMMENDS TO REPLACED ENGINE AND TO
CHECK FOR FURTHER ISSUES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	25212-2G652	V-RIBBED BELT	49.20
	1	25212-2G660	V-RIBBED BELT	49.20
	1	25280-2G652	TENSIONER ASSY	480.00
TOTAL - PARTS				578.40

MISC	CODE	DESCRIPTION	CONTROL NO
	2L10	10% LABOR DISCOUNT	-97.87
	2P10	10% PARTS DISCOUNT	-50.00
	2P10	10% PARTS DISCOUNT	-36.76
TOTAL - MISC			-184.63

JOB# 1 TOTALS

LABOR	652.50
PARTS	578.40
MISC	-184.63

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 1046.27

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HW	BULK SUPPLIES AND DISPOSAL	4.99
TOTAL - MISC			4.99

COMMENTS

DELETED OPERATION(S)

03K1360MAINT KIA 360 MPI 05K1WASHVAC WASH AND VAC

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO



www.BrownsCar.com

Brown's Manassas KIA

9030 Liberia Ave.
Manassas, VA 20110
Phone: (703) 331-8080
manassaskia.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JONATHAN	23337	TAG NO. 4183	INVOICE DATE 05/18/18	INVOICE NO. [REDACTED]	
[REDACTED] STONE RIDGE, VA [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 107,979	COLOR SATIN METAL	STOCK NO.	
	YEAR / MAKE / MODEL 12/KIA/OPTIMA/4DR SDN 2.4T EX AT			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. K N A G M 4 A D X C 5 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. [REDACTED]			P.O. NO. 28002	R.O. DATE 05/04/18	REPRINT# 1
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS				

MO: 107979

TOTALS

Dear Browns Manassas Kia Customer

It is our goal to provide TRULY EXCEPTIONAL service to all of our customers on every service visit. Kia will be sending you a survey regarding your service experience in the coming days. This is the personal report card for your Advisor and his or her handling on this visit. If for any reason, you cannot grade our service today as TRULY EXCEPTIONAL, please contact me and I will personally work to resolve your concerns. Your input is very important and valuable and will be used to help us maintain a level of service TRULY EXCEPTIONAL. Thank you for your loyalty/business and for the survey response.

Michele Bolden, Service Director (703)596-9001
michele.bolden@browns-car.com

CUSTOMER SIGNATURE

TOTAL LABOR....	652.50
TOTAL PARTS....	578.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.99
TOTAL MISC DISC	-184.63
TOTAL TAX.....	29.80
TOTAL INVOICE \$	1081.06

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

CUSTOMER NO [REDACTED]		SERIAL NO	KNAGM4ADXC5 [REDACTED]
NAME [REDACTED]		MAKE	K1 KIA
BUS. PHONE NO [REDACTED]	YEAR	12	
RES. PHONE NO [REDACTED]	MODEL	OPTIMA	
DEPT (S,B,P)	S SERVICE	LICENSE NO	[REDACTED]
ADVISOR NO	23337 JONATHAN	STOCK NO	
MILEAGE	111699	LAST MILEAGE	
APPT./PROM. DATE 08/04/2018/ 08/04/2018		LAST RO DATE	
APPT./PROM. TIME 08:00am / 08:00pm			
ESTIMATE(P/L/T)	/ /		
PICKUP	/	TEAM CODE:	
COMMENT			
JOB OPERATION	DESCRIPTION	CWI PR EST.TIME TECH	\$QUOTE
1 00K1ZREMINDLOF	REMINDER LOF		0.00

1=CUST. 2=VEH 3=HIST 4=REC. SVC. 5=COMP 6=APPT. SCHED. 7=SHOP CAP 8=RTE SHEET
9=SVC.OP.DISP 10=APPT. LOG 11=EST 12=QUOTE 13=APPT. CNTRL 14=WE OWE
YOUR APPOINTMENT (56681) IS CONFIRMED ON SATURDAY AUG. 04