



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 ☐

18-SEP-2018
NOV 07 2018

Reference No.
11130261

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CHICAGO State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address: [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
KNAGN4A74B [REDACTED] Make KIA Model OPTIMA Model Year 2011

Date Purchased **MARCH 2014** Dealer's Name and Telephone Number **KIA ON WESTERN CHGO IL (EVERGREEN IL)** Engine: No: Cylinders Fuel Type: **Reg**
Original Owner ☐ Dealer's City **EVERGREEN** State **IL** Zip Code **60643**

Transmission Type **?** ☒ Antilock Brakes ☒ Cruise Control Powertrain Multiple Failure: Incident Date(s) **16-MAY-2018** **NO INCIDENTS**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 140000 AIR BAGS Failure Mileage 50000 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 ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 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 OWNS A 2011 KIA OPTIMA. WHILE MAKING A LEFT TURN, THE CONTACT'S VEHICLE CRASHED INTO THE DRIVER'S SIDE OF AN ONCOMING VEHICLE. THE AIR BAGS DID NOT DEPLOY. THE FRONT BUMPER WAS SEVERELY DAMAGED AND HAD TO BE REPLACED. THERE WERE NO INJURIES AND A POLICE REPORT WAS FILED. THE VEHICLE WAS ABLE TO BE DRIVEN TO THE CONTACT'S RESIDENCE. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 18V363000 (AIR BAGS). THE DEALER (EVERGREEN KIA, 9205 S WESTERN AVE, CHICAGO, IL 60643, (800) 556-5223) WAS NOTIFIED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 50,000.

ACCURATE

WORRIED ABOUT FIRE RISK NOW!

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.

Fixing my AIRBAGS HARNESS OCT 23, 2018 I HOPE

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

NEW COMPLAINT WED OCT 17, 2018

ALERT 2011-2014 - KIA OPTIMA
DANGEROUS FIRE RISK

NOT EXTENDING WARRANTY

HAVE NOT RECEIVED A RECALL FROM KIA ABOUT THIS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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National Highway
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Administration

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

Official Business
Penalty for Private Use \$300



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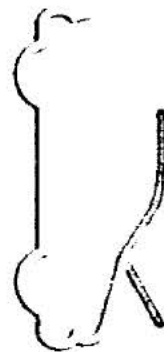
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

NHTSA
www.nhtsa.gov

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