



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

ENCY USE ONLY 100148

Date Received 15-OCT-2018 DEC 11 2018	Repository ☐
	Reference No. 11140474
Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]	City GREENVILLE	State SC	Zip Code [REDACTED]
Address [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 SXXJN4A75C [REDACTED]		Make KIA	Model OPTIMA	Model Year 2012
Date Purchased 10/17	Dealer's Name and Telephone Number RAIGOSA AUTO SALES 864-246-2600		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City GREENVILLE	State SC	Zip Code 29617	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)	Failure Mileage 141000	Failure Speed 65
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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 Y
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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 OWNED A 2012 KIA OPTIMA. WHILE DRIVING 65 MPH, THE VEHICLE STALLED AND COMPLETELY SHUT OFF. ALSO, THE CONTACT HEARD AN ABNORMAL NOISE UNDER THE HOOD WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE AND THEN TAKEN TO KIA OF GREENVILLE (2424 LAURENS RD, GREENVILLE, SC 29607, (864) 516-2700) WHERE IT WAS DIAGNOSED THAT THE ENGINE NEEDED TO BE REPLACED. THE DEALER STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 17V224000 (ENGINE AND ENGINE COOLING). THE VEHICLE WAS REPAIRED. AFTER THE ENGINE WAS REPLACED, FLAMES WERE DETECTED UNDER THE HOOD OF THE VEHICLE. A POLICE REPORT WAS FILED. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. THERE WERE NO INJURIES SUSTAINED. THE VEHICLE WAS TOWED TO A LOCAL TOW LOT AND DECLARED A TOTAL LOSS. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING OR REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 141,000.

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.

November 13, 2018

To Whom It May Concern:

This complaint is regarding the fire loss of the 2012 Kia Optima:

On April 4, 2018 the vehicle was taken to Kia of Greenville for an oil change and routine maintenance, at the time of the service the service tech were advised the vehicle would be driven out of state. The service manager Sean Shirley and service tech stated the vehicle was in good condition all except it needed an alignment and 2 tires. On April 8, 2018 while driving back from Tennessee the vehicle broke down in GA. The vehicle was towed from GA to Mauldin, SC. On April 9, the vehicle was towed to Kia of Greenville to have the diagnostic test done to find out what was wrong with the vehicle. Kia of Greenville kept the vehicle 3 ½ days before any contact was made to me the owner or my daughter. My daughter finally called on the 12th was told the vehicle fell under the recall. The engine (long block) had to be replaced. I think the gas line wasn't connected properly is the reason the vehicle caught fire, therefore on August 6, 2018, my daughter, grandson, and kids father were approaching the red light on Faris and Augusta Road. [REDACTED] (kids father) stated to [REDACTED] daughter that the car was running hot since he saw smoke coming from the hood of the vehicle. [REDACTED] looked and saw fire. After slamming the car in park, she hollered for my grandson [REDACTED] to jump out, then her and [REDACTED] jumped out of the vehicle. I arrived on the scene and the car was completely gone. I called Kia of Greenville spoke with Sean Shirley who provided the customer service number to Kia customer service. I called the customer service department was very disappointed in how the entire situation was handled. Everything was pushed back to my insurance company which I felt wasn't fair, knowing what the insurance company would have to handle. I felt the insurance company did their part, Kia didn't do their part. I tried to get them to understand, the vehicle caught fire after a New engine was put in it, not before. I hope this complaint is forwarded to the correct group/department to make sure whatever necessary changes are made will be made/updated to the appropriate department. It is very unfair to a car owner to have to deal with a situation that again was caused after supposedly a New engine was put in a vehicle. It is also an inconvenience to have to look for a new vehicle and start the car owning process all over again.

Thanks,

