



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
05-NOV-2018
FEB 19 2019

Repository ☐
Reference No.
11149487

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GRANT State AL 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
SXXGN4A75CC [REDACTED]

Make KIA Model OPTIMA Model Year 2012

Date Purchased 11/3/18 Dealer's Name and Telephone Number Regal Nissan 770-998-8686
Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED] Engine: No: Cylinders 4 Fuel Type: Gas

Transmission Type Auto ☒ Antilock Brakes ☒ Cruise Control ? Powertrain ? Multiple Failure: steering Incident Date(s) 03-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 40590 Failure Speed 45 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make ? Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) 17"

DOT No. (Example: DOTM19A8C036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 THE VEHICLE, THE STEERING WHEEL BEGAN TO VEER LEFT AND RIGHT WITHOUT WARNING. THE CONTACT STATED THAT WHILE MAKING TURNS, THE STEERING WHEEL JERKED AND RESISTED, WHICH MADE IT DIFFICULT TO CONTROL. THE DEALER (UNIVERSITY KIA, 6519 UNIVERSITY DR NW, HUNTSVILLE, AL 35806) WAS CONTACTED AND ADVISED THE CONTACT TO BRING THE VEHICLE TO THEM FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS ALSO CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 40,590.

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)

Steering Felt "Notchy" or "Sticky;" Was very
difficult to control. No crash or injury.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

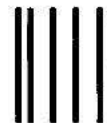
Official Business
Penalty for Private Use \$300

BIRMINGHAM

AL 350

23 JAN '19

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IF MAILED
IN THE
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FIRST CLASS MAIL

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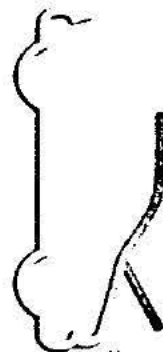
WASHINGTON, DC

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**



**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**



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

