

NHTSA ccmMercury Routing Slip



FEB 12 2019

CL-11173197-1 7706

Printed: 2/11/2019

NHTSA #: ES19-000442	Rec'd Date: 2/11/2019	Referred By: NAD-200
XREF #:	Doc Type: CGA	Doc Date: 2/7/2019
Delivery: S10 E-MAIL	Address To:	Due Date: 3/22/2019
S10 #:	DOT/I #: I1-190211-001	RMP #:
Subject: INQUIRY FROM SENATOR RUBIO ON BEHALF ON THE CONSTITUENTS, [REDACTED] AND [REDACTED] REGARDING THEIR COMPLAINT WITH KIA OVER MANUFACTURING ISSUES.		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: BRIAN BARNARD	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: RBRANSOM x63756	Modified By: Rhonda.Bransom	
Most Recent Comment:		

Author:

THE HONORABLE MARCO RUBIO
UNITED STATES SENATE
201 S. ORANGE AVENUE, SUITE 350
ORLANDO, FL 32801
Tel: 407-254-2573 Fax: 407-423-0941 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	2/11/2019	3/22/2019	
NGA-010	SIGN	2/11/2019		

J. Tramer
Ovcrum
111A00385922



Office of U.S. Senator Marco Rubio

Privacy Act Consent Form

In accordance with the provisions of The Privacy Act of 1974 (Public Law 93-579), your written consent is required so that we may contact a federal agency on your behalf. Since e-mails do not contain a valid signature, they do not fulfill the requirements of the law.

- All information must be written in English (Toda la información debe estar escrito en Inglés)
- Required fields are marked by an asterisk (*)

2019 JAN 10 PM 12:39

*Title: (select one) Mr. Ms. Mrs. Mr. & Mrs. Rev. Doctor Other:

*Name

(Last Name) (Suffix)
*City Plant City *State: FL

Fax: Cell:

E-mail Address:

*Social Sec

*Name of Federal Agency involved with Issue:

NHTSA / D.O.T. / Sater

(Required by most agencies)

If you want information regarding your case released to a third party, such as a parent, spouse, or attorney, please list the third party names and their relationship to you here:

If you have contacted another congressional office to assist you, please list the office:

Although your office David Hoff did

in 2016
2017
on
Kia
Soul

*COMPLETE THE INFORMATION IN THIS BOX THAT APPLIES TO YOUR CASE

Claim, Receipt, or File Number: Type of Application/Claim Filed:
Office Where Claim/File is located: Alien Number:

***REQUIRED: BRIEFLY STATE YOUR PROBLEM AND WHAT OUTCOME YOU ARE SEEKING**
THIS STATEMENT MUST BE IN ENGLISH. PLEASE DO NOT WRITE "SEE ATTACHED"

Please remember that a congressional inquiry does not guarantee your desired outcome.

* We lost our home 2015 due to a company doing business in the U.S, rebranded Chinese Toxic Drywall, Google-Propublica 2010 Tampa Bay Times. I gave written Senate Testimony. No help came. In 2015 we purchased a NEW 2015 KIA SOUL from Citrus KIA, had no idea of Steering Issue, just 2 wks after purchased RECALL. We are both Disabled Persons, Citrus KIA would NOT refund NOR would KIA MOTORS. The "repair was not correct" I proved that. We begged for help, you ALL HAVE every correspondence. Then RECALL on THAT RECALL. I also in 2017 pointed out the FIRE issue. Most all of my documents were removed from SAFERCARS.gov. It reminded me of what had been done to us by the C.P.S.C. In a letter from NHTSA, we were told to hire a private attorney we could not. In Dec. 2017 KIA VICTORY gave the DEALERS A CITIZEN'S CHALLENGE TO SELL CARS. It says we will into CITRUS KIA they give us less money for our soul and our disabled 2015 knowing the spontaneous FIRE issue was happening. WE

*Date Jan 4, 2019

This signature must be from an individual who is 18 years of age or older and is requesting assistance or has a pending case with a federal agency. Third party signatures, including those of immediate family members, are not acceptable. Federal agencies will not release information without the signed consent of the proper individual. Electronic Signatures are not valid.

PLEASE RETURN THE COMPLETED FORM BY MAIL, FAX, OR EMAIL:

Address: U.S. Senator Marco Rubio Fax: (844) 762-1556 Phone: (407) 254-2573

* Did Not. We also were NEVER DID THAT KIA WAS to be brought before CONGRESS. We were never told that NHTSA did OPEN AN INVESTIGATION. WE WOULD NEVER HAVE WENT INTO DEBT for the 2018 SPORTAGE. Why did CONGRESS POSTPONE the HEARING? Haven't we suffered enough? We received a "update Campaign", we have to take the SPORTAGE in. Yet ANOTHER PROBLEM. It will be a lifetime issue per the LETTER, the spontaneous combustion will be a LIFETIME CONCERN TO ALL. KIA TODAY SAID they have issues with the ROD causing engine failure and "we are investigating the fires but probably due to persons not taking care of their cars. REALLY? That is an insult to ALL DRIVERS/OWNERS. PLEASE HOLD KIA ACCOUNTABLE. issue for US.



Office of the Secretary of Transportation Governmental Affairs

Control number: I1-190211-001	Action office: NHTSA
Document date: 2/7/2019	Due date: 3/22/2019
Author(s): Marco Rubio	
Subject: Inquiry on behalf on the constituents, [REDACTED] regarding their complaint with KIA over manufacturing issues.	
Action: Direct Reply	

Comments:

Date	Action	Action by
2/11/2019	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	MONIQUE.WILLIAMS
2/11/2019	Updated Folder Information.	MONIQUE.WILLIAMS
2/11/2019	Work Folder Assigned to NHTSA.	MONIQUE.WILLIAMS
2/11/2019	Incoming File Uploaded.	MONIQUE.WILLIAMS
2/11/2019	Control Number Created.	MONIQUE.WILLIAMS

Date	Note	Note by
------	------	---------

From: [REDACTED]
Sent: Wednesday, January 16, 2019 12:04:55 PM
To: Huff, David (Rubio)
CC: [REDACTED]
Subject: Kia recall statement (1).pdf

1 of 3 correspondence January 2018 since receiving letter from KIA. NOTE. OUR BANDAID "upgrade" was done on January 10 2018, KIA told us cars were catching on fire due to " folks not taking care of them", now the MEDIA STORY COMES OUT. " NOT APPROVED BY NHTSA? This letter is same verbiage that we received. However, we have to keep an eye on our car and keep the letter we have in RED INK in our glovebox. Per 2nd email PDF, IT IS FRAUD. [REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Thursday, October 19, 2017 12:58 PM
To: McShane, Sarah (NHTSA) <sarah.mcshane@dot.gov>
Cc: David_Huff@rubio.senate.gov
Subject: NEW RECALL ON KIA SOUL AS TO INAPPROPRIATE BONDING STRENGTH/I.E. OUR COMPLAINT
Importance: High

David, Please forward, although cc'd and let me know if received...to DOT, etc....Please assist as to the New recall on the already supposed repair of our car. As two Disabled Persons, we had a horrible experience with Citrus Kia...and their withholding of our photos of the "repaired pinion plug/steering" in 2015.

I brought to Senator Rubio's office, the attention to the fact that KIA did not use the proper Bonding agent, nor did they allow for time to cure.

the complaint was filed with NHTSA. Ms. McShane, please notify us if this recall once again applies to our car. It appears so however, over the past three months Citrus Kia has been calling us trying to get us to come in and trade our care in or up, if up if you will. Requiring us to finance more.

the last phone call the past week. I questioned this behavior, now I realize that something was up all along. The only remedy for us from the beginning was KIA just replacing our car outright. We were never told it was defective, and we bought it new for Our Disabilities.

We look forward to hearing from you on this matter, and the seemingly fraudulent attempt to lure us into their facility under false pretense.

Sincerely,

[REDACTED]

[REDACTED] from Outlook

From: [REDACTED]
Sent: Wednesday, January 16, 2019 12:04:55 PM
To: Huff, David (Rubio)
CC: [REDACTED]
Subject: Kia recall statement (1).pdf

1 of 3 correspondence January 2018 since receiving letter from KIA. NOTE. OUR BANDAID "upgrade" was done on January 10 2018, KIA told us cars were catching on fire due to "folks not taking care of them", now the MEDIA STORY COMES OUT. " NOT APPROVED BY NHTSA? This letter is same verbiage that we received. However, we have to keep an eye on our car and keep the letter we have in RED INK in our glovebox. Per 2nd email PDF. IT IS FRAUD. [REDACTED]

[Get Outlook for Android](#)

From: [REDACTED]
Sent: Tuesday, January 22, 2019 9:12:54 AM
To: Huff, David (Rubio)
CC: [REDACTED]
Subject: Our local news. PLEASE FORWARD

I tried to get all to listen to me since 2015. Please forward to law enforcement, Sara mcshane at nhtsa and Congress. Thank you. All of these cars with the faux " update," need to be taken off of the road.

[REDACTED] from Outlook



COMPLETED ON
1/10/19 @ 1:30 PM

RECEIVED
JAN. 10th 2019 THRU @ [redacted] PM

Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

PRODUCT IMPROVEMENT CAMPAIGN

December 26, 2018

Dear Kia Sportage Owner:

Kia Motors America, Inc. is conducting an Important Product Improvement Campaign to perform a software update on all 2016-2018 MY Sportage vehicles equipped with 2.4L Gasoline Direct Injection ("GDI") and 2.0L Turbocharged GDI ("T-GDI") engines to protect the engine from excessive connecting rod bearing damage. The update will be done free of charge and will only involve the addition of newly developed computer software for the Engine Control Unit ("ECU").

Why is Kia Conducting This Product Improvement Campaign?

Kia recently developed a Knock Sensor Detection System ("KSDS") that detects vibrations indicating the onset of excessive connecting rod bearing wear in the engine. The KSDS is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage including engine failure.

What Will Kia Do?

- At no cost to you, Kia will perform a software update to the ECU in your vehicle.
- Kia is also providing lifetime warranty coverage to both new and used vehicle owners for engine long block assembly repairs needed due to excessive connecting rod bearing damage upon completion of this Product Improvement Campaign.

What Should You Do?

- Please contact your Kia dealership immediately to have the KSDS software installed on your vehicle and to take advantage of this lifetime warranty on your engine should your engine suffer damage due to excessive connecting rod bearing wear in the future. The estimated time required to update the ECU in your vehicle is approximately one (1) hour, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use):



IMPORTANT

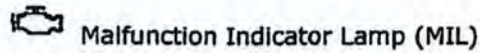
Continue to follow the maintenance schedule outlined in Section 7 (Maintenance) of your vehicle's Owner's Manual. Keep copies of your receipts/repair orders to show compliance with the vehicle's maintenance schedule.

- Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What Will Happen Once The Knock Sensor Detection System Software Update Has Been Completed?

If excessive bearing wear is detected after the KSDS software update has been completed, the following will occur:

1. **The Malfunction Indicator Lamp ("MIL") will blink continuously**, and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].



2. **Your vehicle can continue to be operated for a limited time in Limp Home Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed.** Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.

Should the above occur in your vehicle (blinking MIL and Limp Home Mode), contact your dealer immediately to have your vehicle inspected.

WARNING:

- o **If you ignore the blinking MIL and continue to drive your vehicle in Limp Home Mode for an extended number of miles, your vehicle may eventually experience severe engine damage and stall.**
- o The Kia service technician will be able to read how long you have driven your vehicle after the KSDS is activated.
- o It is important that you understand that an abusive failure to take the vehicle to a Kia dealer after KSDS activation may void the lifetime warranty KMA is providing with completion of this Product Improvement Campaign.

START @ 1:30 PM 1/10/19 | FINISH @ 2:15 PM

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

- Should you have any questions regarding this Product Improvement Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App Instructions.**



5819 US Highway 19 - New Port Richey, FL 34652
 (877) 544-6707 www.friendlykia.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

State of Florida MV# 36667

UPGRADE PER KIA NOTICE

R/O Open Date	R/O Number				
1/10/19	[REDACTED] / 1				
R/O Close Date	Status				
1/10/19	Pre-Invoice				
Mileage In	Mileage Out				
7472	7473				
Service Advisor / Tag #					
HARDEV PARMAR / 4567					
Vehicle Identification Number					
KNDPM3AC0J7 [REDACTED]					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2018	KIA	SPORTAGE	LX FWD		

Work Phone		Home Phone	
[REDACTED]		[REDACTED]	
PLANT CITY, FL			

DESCRIPTION OF SERVICE AND PARTS **AMOUNT**

Cell: [REDACTED]	
#1 - KCP1: 360 DEGREE MULTI-POINT INSPECTION Tech: ADRIAN BEHREND (413) Sub Total: .00	
#2 - CS: CUSTOMER STATES NO WASH Sub Total: .00	
#3 - Customer Reports: PI1802D PI1802 ECU UPGRADE (KSDS) 18MY PI1802D RECALL Tech: ADRIAN BEHREND (413) PERFORMED ECU LOGIC UPDATE	Warranty

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 11-190211-001

BACKGROUND INFO



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

November 7, 2016

[REDACTED]

Springhill, FL [REDACTED]

NEF-109 rrr
Ref. No. 10810975

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Kia Soul vehicle. Senator Marco Rubio forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you.

The mission of the Department of Transportation and the National Highway Traffic Safety Administration (NHTSA) is to save lives, prevent injuries and reduce economic cost through education, research, safety standards and enforcement. We understand your concerns with your vehicle being affected by NHTSA Safety Recall Campaign No. 15V-736. As you know, the recall addresses a steering pinion gear problem in MY 2014 through MY 2016 Kia Soul vehicles. Our Vehicle Identification Number (VIN) Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database confirmed that Recall 15V-736 has been completed on your vehicle. However, based on your previous letter to Senator Marco Rubio and report to our Vehicle Safety Hotline, we are aware that you are not satisfied with Kia's remedy to correct the problem.

Since your last correspondence, you located a complaint about a fatal crash involving a MY 2015 Kia Soul on our www.safercar.gov public website (Ref. ODI No. 10618664). Based on the description of this complaint, you feel the crash may have been caused by the safety defect identified in Recall 15V-736. Therefore, you request that NHTSA provide you with any additional information or documentation we have about this fatal crash, specifically items that may not be available on our public website.

NHTSA appreciates your interest in this matter and your efforts to promote motor vehicle safety. However, we respectfully decline your request to provide any additional information beyond what is available on our public website. NHTSA makes every effort to be transparent and provide the public access to all of the information we receive from citizens, manufacturers, dealers, and organizations with regard to motor vehicle safety. However, when a citizen provides us such information, we are required to protect their private identifying information by the Federal Privacy Act. The fatal crash resulted in litigation, and information regarding the

ES16-004541

[REDACTED]

incident may be available in Ohio court records. We also recommend that you periodically access our website to see if any new information has been approved for public viewing and added to ODI No. 10618664.

I hope this information is helpful. If you have any questions, please contact me or Mr. Jeffrey M. Giuseppe, Acting Associate Administrator for Enforcement, at 202-493-2631.

Sincerely yours,



Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

cc: The Honorable Marco Rubio

MARCO RUBIO
FLORIDA

United States Senate
WASHINGTON, DC 20510

COMMITTEES
COMMERCE, SCIENCE, AND
TRANSPORTATION
FOREIGN RELATIONS
SELECT COMMITTEE ON INTELLIGENCE
SMALL BUSINESS AND
ENTREPRENEURSHIP

September 12, 2016

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue Southeast
Washington, DC 20590-0001

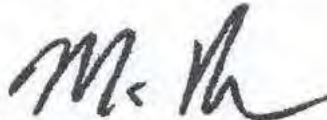
Dear Mr. Gresham,

Enclosed you will find correspondence I received from my constituent, [REDACTED]
[REDACTED] regarding a request for information pertaining to an accident
of a Kia product.

I respectfully request your review of this matter and response directly to [REDACTED]
[REDACTED]

Thank you for your time and attention to this matter.

Sincerely,



Marco Rubio
United States Senator

MR/dh1
WF # [REDACTED]

Enclosure

Please forward a copy of the response to my office at:
The office of Senator Marco Rubio
201 South Orange Avenue, Suite 350
Orlando, Florida 32801

ES16-004841

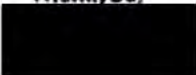
Flag Status: Flagged

Mr. Huff,


could you please also forward to the Gentleman in charge of Defects....we are extremely concerned as persons have died due to the steering issue, and now a fire issue/injuries.


Question...was the Victim's car "repaired" the same as ours ? or at all before the failure.

<http://www-odi.nhtsa.dot.gov/acms/cs/jaxrs/download/doc/UCM499757/EQ-10818664-9161.pdf>

Thankyou,


INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		AGENCY USE ONLY 100148 Date Received 07-JAN-2016		Repository <input type="checkbox"/> Reference No. 10818664	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City CINCINNATI		State OH		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 KNDJN2A27F				Make KIA		Model SOUL	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2015	
Original Owner <input type="checkbox"/>		Dealer's City		State		Zip Code	
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 10-DEC-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 accident(s), failure(s), crash(es), and injury(ies).)							
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 1		Number of Deaths 1	
						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 2015 KIA SOUL. WHILE DRIVING AT AN UNDETERMINED SPEED, THE DRIVER LOST CONTROL OF THE VEHICLE, VEERED LEFT, AND CRASHED INTO AN ONCOMING VEHICLE. THE DRIVER SUSTAINED FATAL INJURIES, WHICH INCLUDED A SEVERED AORTA AND FRACTURED CERVICAL SPINE. THE CORONER INDICATED THAT THE FATAL INJURIES MAY HAVE BEEN CAUSED BY THE AIR BAG. A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CAUSE OF THE CRASH WAS UNDER INVESTIGATION. THE FAILURE MILEAGE WAS NOT AVAILABLE.							
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.							

 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 07-JAN-2016	Repository <input type="checkbox"/> Reference No. 10918664
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City CINCINNATI	State OH	Zip Code [REDACTED]	
<i>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 65971 (Sep. 3, 2004).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDJN2A27F7 [REDACTED]		Make KIA	Model Year 2015
Date Purchased	Dealer's Name and Telephone Number		Model SOUL
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Engine: No. Cylinders	Fuel Type:		Incident Date(s) 10-DEC-2015
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Message	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: DOTM9AL9ABC039)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 1
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).		Reported to Police Y	
<p>TL* THE CONTACT OWNS A 2015 KIA SOUL. WHILE DRIVING AT AN UNDETERMINED SPEED, THE DRIVER LOST CONTROL OF THE VEHICLE, VEERED LEFT, AND CRASHED INTO AN ONCOMING VEHICLE. THE DRIVER SUSTAINED FATAL INJURIES, WHICH INCLUDED A SEVERED AORTA AND FRACTURED CERVICAL SPINE. THE CORONER INDICATED THAT THE FATAL INJURIES MAY HAVE BEEN CAUSED BY THE AIR BAG. A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CAUSE OF THE CRASH WAS UNDER INVESTIGATION. THE FAILURE MILEAGE WAS NOT AVAILABLE.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<small>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 to support the agency's action.</small>			

From: [REDACTED]
 To: [REDACTED]
 Subject: FW: NHTSA: Follow up to ODI Complaint: ---10818664---
 Date: Monday, February 01, 2016 1:33:14 PM
 Attachments: [EVDD EMAIL - MAILED RESPONSE.pdf](#)
[ATT0001.htm](#)
[10818664.pdf](#)
[ATT0002.htm](#)

)
 Subject: FW: NHTSA: Follow up to ODI Complaint: ---10818664---

From: [REDACTED]
 Sent: Friday, January 22, 2016 11:41 AM
 To: DataQuality, DataQuality (NHTSA)
 Subject: Fwd: NHTSA: Follow up to ODI Complaint: ---10818664---

All information in report is adequate- [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: <EVDD@dot.gov>
 Date: January 22, 2016 at 10:19:22 AM EST
 To: [REDACTED]
 Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10818664---

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
 NHTSA/Office of Defects Investigation



U.S. Department of Transportation
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



From: [REDACTED]
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10818664-----
Date: Monday, February 01, 2016 1:33:29 PM
Attachments: 00E9E332-211A-4309-B420-DCFE746D7F9DD10818664.pdf
ATT00001.htm

From: [REDACTED]
Sent: Friday, January 22, 2016 1:13 PM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10818664-----

Questionnaire, 1of2.

From: [REDACTED]
Sent: Friday, January 22, 2016 11:56 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ----10818664-----



**2014 Senate Input Form for Governmental Affairs Correspondence
Control Sheet (I-10), W85-328**



Control Number 5 - 2016 174

General

Date DOT Received 9/19/2016
 Date DOT Entered 9/19/2016
 Member's Date 9/16/2016
 Member Last Name Rubio
 Member First Name Marco
 Member Organization United States Senator
 Address1 201 South Orange Avenue, Suite 350
 Address2
 City Orlando
 State FL
 Zip 32801

Constituents

Contacts

File Name [REDACTED]
 Date 9/19/2016
 Subject KIA
 Action Office NHTSA
 Action Code
 Due Date 10/28/2016

MemberContact David Huff
 Phone (407) 318-2728
 Pending
 Closed Date
 Remarks david_huff@rubio.senate.gov
 DOT Contact Maria Harrison at (202) 366-4573

Notes:

EXECUTIVE SECRETARIAT
 RECEIVED-NHTSA
 2016 SEP 19 P 4:01