



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: 23-APR-2019
Repository:
Reference No.: 11203183
JUL 30 2019

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SPRINGFIELD State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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: 5XYKT3A6XD [REDACTED]
Make: KIA Model: SORENTO Model Year: 2013
Date Purchased: Feb 2013 Dealer's Name and Telephone Number: Green KIA (217) 525-1222 Engine: No: Cylinders:
Original Owner: Dealer's City: Springfield State: IL Zip Code: 62711
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 21-APR-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS)
Failure Mileage: 106000 Failure Speed: 106.637

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: St. James, Missouri
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: 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 2013 KIA SORENTO. THE CONTACT STATED THAT THERE WAS NO OIL IN THE VEHICLE AND THE OIL WARNING INDICATOR NEVER ILLUMINATED. THE VEHICLE WAS TOWED TO KINGDOM KIA (2600 N ISHOP AVE, ROLLA, MO 65401) WHERE IT WAS DETERMINED THAT THE ENGINE NEEDED TO BE REPAIRED. THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 106,000.

KIA Corporation contacted and stated they would pay for and replace the engine (faulty engine consumption of oil above "normal" so no oil in engine causing it to burn up and need replaced. We just got the car back yesterday (61 days) from the incident engine replaced 😊

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 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)

all light for

Engine light did flash but oil light did not come on. The engine light came on when we were unable to accelerate on Highway 44 near St. James, Missouri, heading west. This fault of the engine placed three of us in a dangerous situation on the highway. Being unable to accelerate and with cars going highway speed (at least 65mph) we easily could have been rear-ended. I hope the KIA will not be putting other families in danger. Thank-you
It took a week and at least 10 phone calls to corporation for them to accept responsibility.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

SPRINGFIELD IL 627

24 JUN 2019 PM

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 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**

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

