

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**

**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**

Date Received	Repository <input type="checkbox"/>
19-JUN-2019	Reference No. 11221272

OWNER INFORMATION (Type or Print)			
Name	Address		City
Daytime Telephone Number	E-mail Address		State
Evening Telephone Number Same	Zip Code		MD
ESSEX	MD		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 KNDJP3A53G7		Make KIA	Model SOUL Plus	Model Year 2016
Date Purchased 15-Mar-2018	Dealer's Name and Telephone Number Bob Bell Nissan		Engine: 2.0 L No: Cylinders 4	Fuel Type: Reg
Original Owner <input type="checkbox"/>	Dealer's City Dundalk	State MD	Zip Code 21224	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-Jun-2019 14-Jun-2019

### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage 59005 59,500	Failure Speed 30
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Parkside Drive, Baltimore, MD
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 OWNS A 2016 KIA SOUL. WHILE DRIVING 30 MPH, THE VEHICLE STALLED AND LOST POWER IN THE MIDDLE OF THE ROAD. THE VEHICLE WOULD NOT RESTART AND WAS TOWED TO BOB BELL KIA (7900 EASTERN AVE, BALTIMORE, MD 21224, (410) 766-3600), BUT WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 19V120000 (ENGINE, ENGINE AND ENGINE COOLING), ALTHOUGH THE FAILURE WAS SIMILAR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 59,005.  
59,500

. The vehicle overheated, stalled in the street and would not restart. The oil leaked out of the vehicle. I had the vehicle 7900 Eastern Ave. Baltimore, MD 21224). I was called on 17-Jun-2019 and told that I had to pay \$139 before they would look at it. On 18-Jun-2019, I was told that my engine had no oil in it, I was no longer under warranty and I had to pay \$8,373.47 for a new engine.

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.