



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

Repository

05-JUL-2019  
**OCT 30 2019**

Reference No.  
11229580

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WOBURN State MA 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: 5XYKWDA26DG [REDACTED]  
Make KIA Model SORENTO Model Year 2013  
Date Purchased 12.28.17 Dealer's Name and Telephone Number Stephen Sirois  
Original Owner  Dealer's City Springfield MA State MA Zip Code 01140  
Engine: No: Cylinders 6 Fuel Type: Regular  
Transmission Type Automatic  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-JUL-2019  
 Cruise Control

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

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 97000 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)  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 0 Number of Deaths 0 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. WHILE DRIVING ON THE HIGHWAY, THE ENGINE OVERHEATED. THE CONTACT PULLED OVER AND CALLED AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE ENGINE SEIZED. THE CONTACT STATED THAT THE VEHICLE WAS WELL MAINTAINED WITH REGULAR OIL CHANGES. THE VEHICLE WAS TOWED TO HERB CHAMBERS KIA OF BURLINGTON (93 CAMBRIDGE ST RTE. 3A, BURLINGTON, MA 01803, (781) 202-3456) AND THEY STATED THAT THERE WERE NO RECALLS. THE CONTACT STATED THAT THE DEALER RUDELY REFERRED HER TO THE MANUFACTURER. THE DEALER STATED THAT THEY WOULD CHARGE THE CONTACT FOR THE INITIAL DIAGNOSTIC TESTING. THE MANUFACTURER ADVISED THE CONTACT TO GO BACK TO THE DEALER AND WAS INFORMED THAT THEY WOULD NOT CHARGE FOR THE DIAGNOSTIC TEST OR REPAIRS. THE CONTACT STATED THAT THEY WOULD CALL BACK. THE FAILURE MILEAGE WAS 97,000.

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 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.

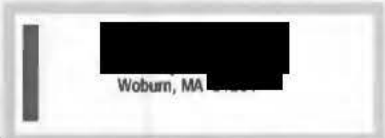
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Blank lined area for narrative description.

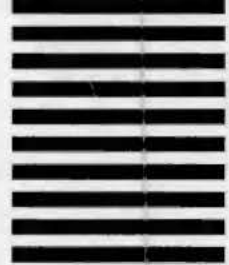
cell: [redacted]  
Please see attached sheets.

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



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



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



**To: U.S. Department of Transportation NHTSA Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**

Narrative Description of Incident(s)/Failure(s):

I am trying to find help for my 2013 Kia Sorento that I had recently purchased at the end of 2017. I have barely had this car for over a year purchased from Kelly Jeep Chrysler- 353 Broadway, Lynnfield, MA 01940, while a few months ago my engine had seized due to a faulty part on my Kia Sorento that I believe to be Kia's factory part. I am still in possession of the part and will provide pictures of it with this document. I had brought my Kia to both my personal mechanic Alex Auto Repair Express Fuel at 505 Main St, Woburn, MA 01801, and Kia Herb Chambers Burlington at 93 Cambridge St Rte. 3A, Burlington, MA 01803 prior to this incident both to assess my car for an air conditioner/ac compressor and water pump repair. During diagnosis, Kia Burlington took it upon themselves to complete an underbody corrosion recall/service campaign on my car and told me they had completed this when they gave it back to me. This was done 7 years after my car was manufactured. After choosing my mechanic to complete my repairs, he completed them and weeks later I was on the highway when suddenly I heard a strange noise from under my hood and the car started to stall out on the highway leaving me in a dangerous situation to pull off at the closest exit. I couldn't drive far with my car slowing down drastically off the highway and stopped right off the exit at a close parking lot. AAA was called by me and towed to my personal mechanic Alex Auto Repair at 505 Main St, Woburn, MA 01801 where he assessed my car and showed me that the radiator clamp had rusted right off into his hand with barely touching it. He stated that all of my radiator fluid had leaked out and caused an increase in pressure and seizing of my engine. This was only the start of my nightmare. I towed my Kia to Kia Herb Chambers of Burlington MA and had them diagnose it as well and ask about any recalls on my vehicle in relevance to the fact that not too long ago my 2012 Kia Sorento had also had a seized engine from the recall that caused it's model to have engine failure, also leaving me and my loved ones in a very dangerous situation when this had occurred. Before diagnosis of my current Kia occurred, I was told by Diego, a manager at Kia Burlington MA that was now in charge of my vehicle there, that what had seemed to be a seized engine would have to be paid in full for a new engine by me unless Kia Corporate decided to help me since I was on my second Kia with not having done anything to the car myself to cause this incident. I then decided to reach out to Kia Corporate for help, as I am on to my second Kia Sorento and left with a seized engine once again that I had nothing to do with. I only want to feel safe in my Kias but lately that had been very hard to do. I have been on the phone with Kia and all if not most of affiliates of Kia as well since this incident occurred, begging and pleading for help with this issue, as I am just out of college with no money to put into a car I had just paid approximately \$15,000 for at Kelly Jeep Chrysler-353 Broadway, Lynnfield, MA 01940 only over a year ago. While begging for Kia and their affiliates' help, I have only been mocked, laughed at, not listened to, and ignored by them all. I am looking for anyone's help that can truly help me get help to get my engine fixed because of the faulty radiator clamp that I believe to be Kia's part. I cannot believe that this has happened to a second Kia owned by my family, once again putting

me and those I love in a life threatening situation in the middle of the road stalling out, and now leaving me with no help in this situation. I have never had a radiator clamp that has rusted out on any of my cars before, but I especially cannot believe that a car only approximately 7 years old now has a seized engine because of a faulty radiator clamp that rusted out. I have taken care of this car, with the utmost diligent care as I do all of my cars, and now feel very cheated and marked with injustice by Kia that refuses to help me take care of this issue that once again left me in a very unsafe situation. Please, I am asking anyone, to help me with this issue and hopefully my story will be able to help others who are having the same issue with their Kia Sorento. Please as a loyal Kia customer and someone who does not want others to be put in the situation I was and am in, I need help from anyone to get this issue resolved. Included in this document is my case number for my case with Kia and pictures of my rusted out radiator clamp. I am reaching out to Kia Corporate/ Headquarters, the Federal Trade Commission, the Attorney General of MA, the NHTSA, and if all else fails, television stations that report news like this to get to the bottom of this issue, although I hope to not have to go any further than Kia Corporate to get this resolved, but I am out approximately \$15,000 now, without my car to even get to work.

\*My name is [REDACTED] but on the complaints and documents, my sister's name- [REDACTED] [REDACTED] may appear as she is the registered owner of the vehicle described, but she allows me to drive it and handle it and it's repairs.

\*A message to Kia Corporate: Diego at Burlington MA Kia, who has been holding my car there has called me and is waiting on me to get my car out of their lot and as I have no ability to move the vehicle in that state with the engine, I would like to ask Kia Corporate to contact him and allow my car to stay there until this issue is resolved. I will be contacting him as well to let him know I have sent out this letter.

\*My CASE NUMBER with Kia is: [REDACTED]

\*PICTURES of corroded out radiator clamp- next page

Pictures of corroded radiator clamp:

