

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: DataQuality, DataQuality (NHTSA)
Sent: Monday, March 15, 2021 8:02 AM
To: EVOQ (NHTSA)
Subject: FW: ODI Complaint 11396935
Attachments: 11396935.pdf

From: [REDACTED]
Sent: Sunday, March 14, 2021 11:10 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint 11396935

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good Morning,

Attached is complaint form from NHTSA and myself.

Respectfully,

[REDACTED]



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

19-FEB-2021

Repository ☐

Reference No.
11396935

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City VALRICO

State FL

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

5XYRKDLF7MC [REDACTED]

Make

KIA

Model

SORENTO

Model Year

2021

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

04-FEB-2021

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 265000 FORWARD COLLISION AVOIDANCE: WARNINGS

Failure Mileage
500

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: DOTMAL9ABC036)

☐ 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

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 2021 KIA SORENTO. THE CONTACT STATED THAT UPON PARKING HIS VEHICLE IN A PARKING LOT, THE FORWARD COLLISION AVOIDANCE WARNING ACTIVATED WITHOUT ANOTHER VEHICLE BEING IN THE VICINITY. UPON INSPECTION, THE CONTACT DISCOVERED THAT THE FORWARD COLLISION AVOIDANCE SENSOR HAD DETACHED FROM THE FRONT DRIVER'S SIDE BUMPER AND RESTED ON THE BUMPER BY THE CONNECTING WIRES. THE CONTACT THEN TOOK THE VEHICLE TO COURTESY KIA OF BRANDON (9205 E ADAMO DR, TAMPA, FL 33619) WHERE THEY CONFIRMED THE FAILURE AND INFORMED HIM THAT A NEW BUMPER HAD TO BE ORDERED TO FIX THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND WAS UNABLE TO PROVIDE ANY ASSISTANCE. THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 500.

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.