INFORMATION REDACTED PURSUANT TOTHE 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

FOR AGENCY USE ONLY 100148	
Date Received: 18-MAR-2021 MAY 26 2021	Repository ☐
	Reference No. 11403699

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City REDONDO BEACH	**State** CA	**Zip Code** [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	Make	Model	Model Year
KNDJP3A56E[redacted]	KIA	SOUL	2014

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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 11-DEC-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	126310	35

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2014 KIA SOUL. THE CONTACT STATED WHILE DRIVING 35 MPH, THE CHECK ENGINE WARNING LIGHT ILLUMINATED AND THE VEHICLE SHUT-OFF INDEPENDENTLY. THE CONTACT STATED THE FAILURE PERSISTED AFTER THE VEHICLE WAS REPAIRED. THE VEHICLE WAS TAKEN TO TROPHY KIA (22020 RECREATION KARSON CA 90745, 424-306-3311) WHERE IT WAS DIAGNOSED WITH A SLUGGISH A ENGINE. THE CONTACT STATED THAT THE REPAIR WOULD BE OUT OF POCKET. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 126,310.

MY VEHICLE WAS RUNNING GOOD WHEN I TOOK IT TO KIA FOR THE SOFTWARE UPDATE, TWICE THEY TRIED TO CORRECT THE PROBLEM. THEY CHARGED ME FOR A NEW ENGINE AND FAILED TO HONOR THE RECALL!

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.

CUSTOMER #: [redacted]

[redacted]

INVOICE

KIA of Carson
22020 Recreation Rd.
Carson, CA 90745
(310) 816-9800 Fax (310) 847-1391
www.kiaofcarson.com

Redondo Beach, CA [redacted]

HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 8004 LESLIE BALDERAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	KIA SOUL	KNDJP3A56E7[redacted]		126452/126458	TD442

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC20 DD			17:00 20MAR21			CASH	31MAR21

R.O. OPENED	READY	OPTIONS:
10:52 10FEB21	15:34 31MAR21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CHECK ENGINE LIGHT CAME ON. REFER BACK TO RO# [redacted]

CAUSE: F

S11 MAINT & LT/LINE
200290 WKC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

21101R1N found code P1326, engine was slightly knocking, opened techline case# [redacted] was advised to performed bearing clearance test, performed test and engine passed BCT, was advised if it passes to perform a manual ECU upgrade and reset adaptive values and drive the vehicle two drive cycles, after that vehicle still was knocking, techline advised engine replacement but was unable to deem this vehicle warrantable due to PI2002B warranty extension only covering engines up to 120,000 miles, refereed to DPSM for approval/goodwill, received goodwill for engine replacement, this vin only had short block assy available, ordered short block, during removal and after head was removed from engine and sent out to machine shop for inspection the machine shop advised the head, valves, cams, and lifters all needed to be replaced, this was denied coverage under goodwill due to excessive sludge build up inside engine, customer approved repairs, after receiving head back from machine shop needed to replace the spark plug pipes as they are pressed into head and are not able to transfer this part, installed new plug pipes, during install of engine found thermostat gasket worn due to mileage and replaced thermostat to prevent overheating, installed engine and replaced all necessary fluids and gaskets, after starting vehicle found small oil leak from the rear of the engine block, found cause from block off plate on the head, found gasket was damaged on install, needed to replaced with new gasket, re-installed gasket and plate, topped off oil, test drove vehicle, inspected for leaks, verified proper operation, inspected for any codes, none found, vehicle ok at this time

****

C CALLED SERVICE ALERT ON DATE _____ TIME _____, SERVICE MANAGER HAS INSPECTED AND VERIFIED WITH TECH, ADVISOR AND OR CUSTOMER. REPEAT CONCERN. SERVICE MANAGERS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ In Person Approval ☐ Telephone ☐ Text ☐ E-mail/Fax (See Attached)
Revised Estimate $	$			☐ In Person Approval ☐ Telephone ☐ Text ☐ E-mail/Fax (See Attached)

☐ Tire pressure check/inflation service was performed.
RF _____ psi LF _____ psi RR _____ psi LR _____ psi
☐ Customer declined tire pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. You additionally acknowledge that you have received the vehicle described above and a copy of this invoice.

DATE CUSTOMER SIGNATURE

*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2014 CDK Global, LLC 10115 SERVICE INVOICE TYPE 2 - SI2C "LIMITED WARRANTY" CALIFORNIA 03/2013

B.A.R. REG.# 291885

EPA# CAL000438917

CUSTOMER COPY

[redacted]
Redondo Beach, CA [redacted]
HOME: CONT: [redacted]
BUS: CELL:

INVOICE

PAGE 5

KIA of Carson
22020 Recreation Rd.
Carson, CA 90745
(310) 816-9800 Fax (310) 847-139
www.kiaofcarson.com

SERVICE ADVISOR: 8004 LESLIE BALDERAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	KIA SOUL	KNDJP3A56E7[redacted]		126452/126458	TD442

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R.O. OPENED	READY	OPTIONS:
10:52 10FEB21	15:34 31MAR21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 0.00 10FEB21 10:52 SA: 8004
CONTACT:
****

2/20/21 CALLED CUSTOMER. PENDING CONFIRMATION F OR ENGINE. 2/26/21 ENGINE HERE AND TECH WORKING ON IT. 3/1/21 timing chain on back order 3/10/ 21 NEW ETA 3/14. REQUESTED TO UPPER WITH MARISO L. 3/11/21 SUPLIER NOW SHOWS 3/20/21 FOR TIMING CHAIN. ***UPPPER**3/15/21 PER JANET, NEED MAIN T RECORDS FOR ADDITIONAL PARTS NEEDED FROM MACH INE SHOP. CUTOMER PROVIDED MAINT AND SENT BACK TO JANET. 3/16/21 CUSTOMER APPROVED ADDITONAL P ARTS. 3/17/21 PARTS TO BE ORDERED MY PARTS DEPT . 3/24/21 PENDNG TIMING CHAIN/BACK ORDER. (LEAD TIME MARCH 30TH)

EPA # CAL 000456920

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ In Person Approval ☐ Telephone ☐ Text ☐ Email/Fax (See Attached)
Revised Estimate $	$			☐ In Person Approval ☐ Telephone ☐ Text ☐ Email/Fax (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials

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☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	175.00
PARTS AMOUNT	3821.11
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	320.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	4316.11
LESS INSURANCE	0.00
SALES TAX	353.45
PLEASE PAY THIS AMOUNT	4669.56

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2019 CDK Global, LLC 10/11/19 SERVICE INVOICE TYPE 3 SIZE LIMITED WARRANTY CALIFORNIA 90745

B.A.R. REG.# 291885

CUSTOMER COPY

EPA# CAL000438917

6496669
KIA OF CARSON
22020 RECREATION RD
CARSON, CA 90745
(310)906-2278

Term ID: 001 Ref #: 014

Sale

XXXXXXXXX[redacted]
MASTERCARD Entry Method: Chip

04/01/21 10:57:25
Inv #: [redacted] Appr Code: 257324
Batch# [redacted]

Total: $ 4,669.56

By entering a verified PIN, cardholder agrees to pay issuer such total in accordance with issuer's agreement with cardholder

MASTERCARD DEBIT
AID: A0000000041010
TSI: 6800
TVR: 8000048000

Customer Copy
THANK YOU!