INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B No.2127-0008

of Transportation

National Highway Traffic Safety Administration

1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline

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OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	[redacted]
Address			
City LANCASTER	State TX	ZIP Code [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: KNAGM4AD3[redacted]	MAKE: Kia	Model: OPTIMA HYBRID	Model Year: 2013
Date Purchased: 1/2016	Dealer's Name and Telephone Number: Toyota of Dallas 18667206222	Engine: 4 cylinders	Fuel Type: Gas/Hybrid
Original Owner ☑	Dealer's City: Dallas	State: TX / ZIP Code: 75234	
Transmission Type	☑ Antilock Brakes ☑ Cruise Control	Powertrain	Multiple Failure: Engine Hybrid battery
			Incident Date(s): 01-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage: 162900.0	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: DOTMAL 9ABC036)	☐ Original Requirement ☐ 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), 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), 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 OPTIMA HYBRID. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V750000 (ENGINE). THE CONTACT'S DAUGHTER WAS DRIVING AT AN UNDISCLOSED SPEED, WHEN THE VEHICLE STALLED. THE VEHICLE WAS TOWED TO KIA OF MCCOMB (1030 LONGLEAF RD, MCCOMB, MS 39648) AND DIAGNOSED THAT THE ENGINE HAD THROWN A ROD AND NEEDED TO BE REPLACED. THE DEALER INFORMED THE CONTACT THAT THE VEHICLE WAS ELIGIBLE FOR A NEW ENGINE UNDER THE RECALL HOWEVER, AFTER SPEAKING WITH THE MANUFACTURER, THE CONTACT WAS INFORMED THAT THE VEHICLE WAS EXCLUDED FROM THE RECALL REPAIR BECAUSE THE MILEAGE WAS OVER 150,000. THE CONTACT STATED THAT THE VEHICLE HAD A HYBRID AND GASOLINE ENGINE SO THE ODOMETER MILEAGE SHOULD NOT BE THE DECIDING FACTOR IN DETERMINING WHICH VEHICLES WERE INCLUDED OR EXCLUDED FROM THE FREE RECALL REPAIR AND ENGINE REPLACEMENT. THE FAILURE MILEAGE WAS 162,900. VIN WAS UNAVAILABLE.

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.

To whom it may concern, [redacted] own a Kia Optima Hybrid, I was notified by mail, that I will be eligible for a safety recall for my vehicle. My Kia has been disable since October 2020 for the recall at a Kia dealership in Mccombs, Mississippi. The severity of vehicle was catastrophic engine damage due connecting rod damage. I call corporate office of Kia Motors, and was informed my vehicle engine will not be eligible for a complete engine replacement due to its limit on mileage for engine replacement. Kia Motors is finding a way to pass the cost to the consumer, in which I was inform that Kia will inspect and document their findings and if my vehicle is over a 150,000 miles, I will not be eligible for engine replacement. I am U. S Army veteran and Desert Storm war veteran, I bought this vehicle for my daughter for traveling back and forth to school and home. This absolutely amazing that a limit is set on mileage, when a consumer will add more miles because this vehicle is a hybrid, in which it saves on gas. This is very frustrating and hope to get some type assistance with this matter. My vehicle has 163,000 miles and sixty percent of this mileage is traveling from state to state for my daughter attending College. I praying that this will reach the right person or persons to help me and maybe other Kia Optima Hybrid owners. Please email me back if I need to take another course of action or contact any other agencies. My phone number is [redacted]