

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ---11422194-- -----
Date: Thursday, August 19, 2021 2:24:01 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, August 19, 2021 1:07 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ---11422194-- -----

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----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Thu, Aug 12, 2021, 10:11 AM
Subject: FW: Follow up to ODI Complaint ---11422194-- -----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

24-JUN-2021

Repository ☐Reference No.
11422194**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
City Williamsburg	State KY	ZIP Code XXXXXX

Daytime Telephone Number
XXXXXXXXXXE-mail Address
XXXXXXXXXX

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 KNDJD733965 XXXXXX		MAKE KIA	Model SORENTO	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number Honda Of Milford 2038772888		Engine: No: Cy inders	Fuel Type:
Original Owner ☐	Dealer's City Milford	STATE CT	ZIP Code 06460	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 22-JUN-2021
	☐ Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS	Failure Mileage 162000.0	Failure Speed 20
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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)	☐ 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 ☒ Yes ☐ No	Fire ☒ Yes ☐ No	Number of Persons Injured 1	Number of Deaths	Reported to Police N
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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).

The contact owned a 2006 Kia Sorento. The contact stated that while driving at 15 - 20 mph, the steering wheel seized and the brakes failed when depressed which caused the vehicle to fall over a 25 ft. cliff and flip 3 times after hitting the ground. All of the air bags failed to deploy. The contact saw that there was smoke coming from under the hood and exited the vehicle. The contact was taken to the hospital by a family member and the vehicle was towed to a tow yard. No police report was filed. The dealer and manufacturer were not made aware of the failure. The failure mileage was 162,000.

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 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.