

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** Follow up to ODI Complaint ----11441020 ----  
**Date:** Thursday, February 10, 2022 9:11:11 AM  
**Attachments:** [REDACTED]

**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,  
Please see attached request.  
Thank you.  
Sincerely,

[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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

19-NOV-2021

Repository Reference No.  
11441020

## OWNER INFORMATION (Type or Print)

Name  [REDACTED]  
Address  [REDACTED]  
City Greenville State RI ZIP Code  [REDACTED]

Daytime Telephone Number

E-mail Address

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 KNDP3AC1H7 [REDACTED]		MAKE KIA	Model SPORTAGE	Model Year 2017
Date Purchased 2/10/2020	Dealer's Name and Telephone Number Tasca Kia (401)-351-3600		Engine: No. Cylinders 4	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City San Diego	STATE CA	Z P Code 92111	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 11-NOV-2021

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

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage 100000.0	Failure Speed 5
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police Y
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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's daughter owns a 2017 Kia Sportage. The contact stated that while her daughter was driving at 5-10 MPH, she heard an abnormal popping sound and she saw black and white smoke coming from underneath the hood of the vehicle. The check engine warning light was illuminated. The contact's daughter exited the vehicle immediately and called the fire department. The fire department was able to extinguish the fire. The contact's daughter did not sustain physical injuries however, she was mentally traumatized and had been seeking therapy. A police report was filed. The vehicle was towed to a tow lot, where the vehicle was deemed totaled. The contact stated that the vehicle had been serviced two months prior to catching on fire and several recall repairs were performed. The dealer and the manufacturer were not notified of the failure. The approximate failure mileage was 100,000.

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.



**Bristol Fire Department**  
Station: **ST1**

Location: <b>801 METACOM AVE                  BRISTOL RI 02809                  5 BUTTERWORTH AVE</b>	Incident Type: <b>131 - Passenger vehicle fire</b>
Lat/Long: <b>N 41° 42' 41.59"                  W 71° 16' 3.51"</b>	FDID: <b>00200</b> Incident #: [REDACTED] Exposure ID: [REDACTED] Exposure #: <b>0</b> Incident Date: <b>11/11/2021</b> Dispatch Run #: <b>21-25352</b>
Zone: <b>NE - North East End</b> Location Type: <b>2 - Intersection</b> Census Tract: <b>01 -0309</b> Population Density: <b>Suburban</b> Cross Street, Directions or National Grid: <b>5 BUTTERWORTH AVE</b>	

<b>Report Completed by:</b>	Vieira , James	<b>ID:</b> 257	<b>Date:</b> 11/17/2021
<b>Report Reviewed by:</b>	Vieira , James	<b>ID:</b> 257	<b>Date:</b> 11/17/2021
<b>Report Printed by:</b>	Giannini, Richard Thomas	<b>ID:</b> 99	<b>Date:</b> 12/1/2021 <b>Time:</b> 09:37

Structure Type:	Property Use: [REDACTED]	<b>Residential street, road or residential driveway</b>	
Automatic Extinguishment System Present:	<input type="checkbox"/>	Detectors Present:	<input type="checkbox"/>
		Cause of Ignition: <b>Cause under investigation</b>	
Aid Given or Received:	<b>None</b>	Primary action taken:	<b>11 - Extinguishment by fire service personnel</b>
Additional actions:		<b>86 - Investigate , -</b>	
<b>Losses</b>	<b>Pre-Incident Values</b>		
Property:	Property:	Civilian Injuries: <b>0</b>	Fire Service Injuries: <b>0</b>
Contents:	Contents:	Civilian Fatalities: <b>0</b>	Fire Service Fatalities: <b>0</b>
Total:	Total:	Total Casualties: <b>0</b>	Total Fire Service Casualties: <b>0</b>
Total # of apparatus on call:	<b>7</b>	Total # of personnel on call:	<b>15</b>

<b>Special Studies</b>	
<b>COVID 19 was a factor in this incident.</b>	No, COVID 19 was not a factor.

**Narrative from dispatch:**

**NARRATIVE (2)**

**Narrative Title:** n/a

**Narrative Author:** Vieira, James

**Narrative Date:** 11/17/2021 10:45:30

**Narrative Apparatus ID:** n/a

**Narrative:**

Fire apparatus was dispatched to [REDACTED] and [REDACTED] for a vehicle on fire. Upon arrival, dispatched was notified that the vehicle was engulfed in flames and the first arrived engine company (Eng.3) were directed to deploy a 1.750" handline to extinguish the fire. The fire had extended to a tree which was extinguished with a booster line.



**APPARATUS**

<b>Unit</b>	E1	<b>Unit</b>	E3
<b>Type:</b>	Engine	<b>Type:</b>	Engine
<b>Use:</b>	Suppression	<b>Use:</b>	Suppression
<b>Response Mode:</b>	()	<b>Response Mode:</b>	()
<b># of People</b>	4	<b># of People</b>	6
<b>Alarm</b>	11 /11/2021 12:31:00	<b>Alarm</b>	11 /11/2021 12:31:00
<b>Dispatched</b>	11 /11/2021 12 36 48	<b>Dispatched</b>	11 /11/2021 12 36 48
<b>Enroute</b>	11 /11/2021 12:56:15	<b>Enroute</b>	11 /11/2021 12:38:20
<b>Arrived</b>	11 /11/2021 12 56 17	<b>Arrived</b>	11 /11/2021 12 41 37
<b>Cancelled</b>	-- /-- /-- --:--:--	<b>Cancelled</b>	-- /-- /-- --:--:--
<b>Cleared Scene</b>	11 /11/2021 13 01 39	<b>Cleared Scene</b>	11 /11/2021 13 17 46
<b>In Quarters</b>	-- /-- /-- --:--:--	<b>In Quarters</b>	-- /-- /-- --:--:--
<b>In Service</b>	11 /11/2021 13 01 39	<b>In Service</b>	11 /11/2021 13 17 46
<b>Unit</b>	T6	<b>Unit</b>	C1
<b>Type:</b>	Rescue unit	<b>Type:</b>	Chief officer car
<b>Use:</b>	Suppression	<b>Use:</b>	Suppression
<b>Response Mode:</b>	()	<b>Response Mode:</b>	()
<b># of People</b>	0	<b># of People</b>	1
<b>Alarm</b>	11 /11/2021 12:31:00	<b>Alarm</b>	11 /11/2021 12:31:00
<b>Dispatched</b>	11 /11/2021 12 36 48	<b>Dispatched</b>	11 /11/2021 12 31 00
<b>Enroute</b>	-- /-- /-- --:--:--	<b>Enroute</b>	11 /11/2021 12:33:00
<b>Arrived</b>	/ /	<b>Arrived</b>	11 /11/2021 12 41 50
<b>Cancelled</b>	11 /11/2021 13:17:50	<b>Cancelled</b>	-- /-- /-- --:--:--
<b>Cleared Scene</b>	11 /11/2021 13 17 50	<b>Cleared Scene</b>	11 /11/2021 13 17 50
<b>In Quarters</b>	-- /-- /-- --:--:--	<b>In Quarters</b>	-- /-- /-- --:--:--
<b>In Service</b>	11 /11/2021 13 18 07	<b>In Service</b>	11 /11/2021 13 18 07
<b>Unit</b>	C2	<b>Unit</b>	C5
<b>Type:</b>	Chief officer car	<b>Type:</b>	Chief officer car
<b>Use:</b>	Suppression	<b>Use:</b>	Suppression
<b>Response Mode:</b>	()	<b>Response Mode:</b>	()
<b># of People</b>	1	<b># of People</b>	1
<b>Alarm</b>	11 /11/2021 12:31:00	<b>Alarm</b>	11 /11/2021 12:31:00
<b>Dispatched</b>	11 /11/2021 12 31 00	<b>Dispatched</b>	11 /11/2021 12 31 00
<b>Enroute</b>	11 /11/2021 12:35:00	<b>Enroute</b>	11 /11/2021 12:38:33
<b>Arrived</b>	11 /11/2021 12 42 03	<b>Arrived</b>	11 /11/2021 12 38 33
<b>Cancelled</b>	-- /-- /-- --:--:--	<b>Cancelled</b>	-- /-- /-- --:--:--
<b>Cleared Scene</b>	11 /11/2021 13 17 50	<b>Cleared Scene</b>	11 /11/2021 13 17 50
<b>In Quarters</b>	-- /-- /-- --:--:--	<b>In Quarters</b>	-- /-- /-- --:--:--
<b>In Service</b>	11 /11/2021 13 18 07	<b>In Service</b>	11 /11/2021 13 18 07
<b>Unit</b>	C8		
<b>Type:</b>	Chief officer car		
<b>Use:</b>	Suppression		
<b>Response Mode:</b>	Lights and Sirens		
<b># of People</b>	1		
<b>Alarm</b>	11 /11/2021 12:31:00		
<b>Dispatched</b>	11 /11/2021 12 33 00		
<b>Enroute</b>	11 /11/2021 12:36:00		
<b>Arrived</b>	11 /11/2021 12 37 00		
<b>Cancelled</b>	-- /-- /-- --:--:--		
<b>Cleared Scene</b>	11 /11/2021 13 18 07		
<b>In Quarters</b>	-- /-- /-- --:--:--		
<b>In Service</b>	/ /		

**Number Of People not on apparatus: 1**

<b>FIRE</b>			
<b>Acres Burned</b>	None or Less Than One	<b>Acres Burn From Wildland Form</b>	False
<b>Area Of Fire Origin</b>	Engine area, running gear, wheel area	<b>Heat Source</b>	Undetermined
<b>Item First Ignited</b>	Undetermined	<b>Fire Is Confined To Object Of Origin</b>	
<b>Type Of Material</b>	Undetermined	<b>Cause Of Ignition</b>	Cause under investigation
<b>Factor Contributing To Ignition</b>	Undetermined		
<b>Human Factors Contributing</b>	None		
<b>Mobile Property Involve And Type</b>	Not involved in ignition, but burned	<b>Mobile Property Type</b>	Automobile, passenger car, ambulance, race car
<b>Mobile Property Make</b>	Kia	<b>Mobile Property Year</b>	2017
<b>Mobile Property Model</b>	Sportage	<b>License Plate</b>	[REDACTED]
<b>State</b>	RI	<b>VIN</b>	KNDPM3AC1H7 [REDACTED]

**ARSON**

INCIDENT IMAGES







Member Making Report (Battalion Chief James Vieira): \_\_\_\_\_

Incident Reviewer (Battalion Chief James Vieira): \_\_\_\_\_



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Government Employees Insurance Company

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Attn: Salvage Department, PO BOX 13528  
Macon, GA 31208-3528

11/18/2021

[REDACTED]  
Greenville RI [REDACTED]

Dear [REDACTED],

The enclosed "Total Loss Settlement Explanation" is a breakdown of your vehicle's settlement. For your convenience, the Market Valuation is available on [GEICO.com](http://GEICO.com). The Net Settlement Amount is the Base Value of your vehicle, plus any applicable fees and adjustments. If you have any questions, please contact me at 401-440-2901. You can also access your claim information at [GEICO.com](http://GEICO.com).

Sincerely,

David Arruda  
401-440-2901

Encl: [REDACTED]

[REDACTED]

# CERTIFICATE OF TITLE

## STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS DIVISION OF MOTOR VEHICLES

The Registrar of the State of Rhode Island Division of Motor Vehicles hereby certifies that an application for a certificate of title for the motor vehicle described herein has been duly filed, pursuant to the provisions of the Rhode Island General Laws. Based on the statements of the applicant and the records on file with this agency, the applicant named is the owner of the said vehicle.

KEYBANK NA  
PO BOX 676  
WILMINGTON OH 45177-0676



8 1 6 9 6 2 7

TITLE NUMBER	VEHICLE IDENTIFICATION NUMBER	ODOMETER READING
[REDACTED]	KNDPM3AC1H7 KNDPM3AC1H7	96152 miles 96152 miles ACTUAL MILEAGE

### TITLE LEGEND(S)

YEAR 2017	MAKE KIA MOTORS CORPORATION	MODEL SPORTAGE	BODY TYPE SPORT UTILITY VEHICLE	ISSUE DATE 02/10/2020		
NEW/USED USED	PURCHASE DATE	CYL / CC 4	PASS 5	FUEL TYPE GAS	SHIPPING WEIGHT	GROSS VEHICLE WEIGHT 4055

PREVIOUS TITLE NUMBER

[REDACTED]

PREVIOUS TITLE  
STATE FL

IF PREVIOUS STATE WAS TITLE EXEMPT, REGISTRATION NUMBER IS DISPLAYED.

VEHICLE OWNER

[REDACTED]  
GREENVILLE RI

SECOND VEHICLE OWNER

FIRST LIENHOLDER

KEYBANK NA  
PO BOX 676  
WILMINGTON OH 45177-0676

SECOND LIENHOLDER

DATE OF LIEN: 12/30/2019

DATE OF LIEN:

RELEASE OF LIEN: The first lienholder's interest in the vehicle described in this certificate is hereby released.	RELEASE OF SECOND LIEN: The second lienholder's interest in the vehicle described in this certificate is hereby released.
Name: Key Bank NA	Name:
Authorized Signature (Title, if any): <i>Charles J. [Signature]</i>	Authorized Signature (Title, if any):
Date: OCT 20 2020	Date:

VOID UNLESS OFFICIALLY SIGNED

*Walter R. Craddock*  
WALTER R. CRADDOCK  
Administrator  
Division Of Motor Vehicles

RO563022

ALTERATION OR ERASURE VOIDS THIS TITLE. KEEP IN SAFE PLACE.

DIVISION OF MOTOR VEHICLES

HOLD TO LIGHT TO VIEW  
EAGLE WATERMARK

VOID IF ALTERED OR IF EAGLE  
WATERMARK IS ABSENT