

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Car Complaint Questionnaire
Date: Tuesday, October 25, 2022 8:05:25 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 10:59 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Car Complaint Questionnaire

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.

Here is the form you sent me, I just added the dealer location and phone number.
If you need anything else, please let me know.
Thanks,

[REDACTED]

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

13-JUN-2022

Repository Reference No.
11469000**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	ZIP Code
Moon Twp	PA	

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 KNAGM4AD3E		MAKE KIA	Model OPTIMA HYBRID	Model Year 2014
Date Purchased 2/16/2015	Dealer's Name and Telephone Number Baierl KIA 412-369-4542		Engine: 2.4 No: Cylinders 4	Fuel Type: HYBRID ELECTRIC
Original Owner <input type="checkbox"/>	Dealer's City BOARDMAN	STATE OH	ZIP Code 44512	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure:	Incident Date(s) 13-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100001 HYBRID PROPULSION SYSTEM	Failure Mileage 75000.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make SUPER DUTY	Tire Model (Name or Number) F450	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	<input checked="" type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location: DRIVER SIDE FRONT
Tire Component Code 190000 TIRES	Tire Failure Type: TREAD SEPARATION	

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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	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 owns a 2014 Kia Optima Hybrid. The contact stated that while driving at an unknown speed, the hybrid system malfunctioned. The contact stated that during the failure the vehicle decelerated and lost motive power. The contact stated that several unknown warning lights were illuminated. The contact stated that the vehicle was taken to the dealer and remained with the dealer. The vehicle was not repaired. The contact stated that the manufacturer was notified of the failure. The approximate failure mileage was 75,000. Error message comes up on the dashboard.

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.