

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED]-ODI Complaint 114817168
Date: Friday, January 20, 2023 9:05:05 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, January 19, 2023 3:53 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED]-ODI Complaint 114817168

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.

January 18, 2023

Department of Transportation

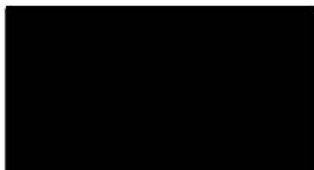
Re: ODI Complaint 114817168


To Whom It May Concern:

On July 26th, 2022, the engine in my 2012 Kia Forte blew up while driving 30 MPH, smoke was coming through the vents, I got out of the car, poured my drink on the engine and grabbed a garden hose from a nearby homeowner. Another driver pulled over with a fire extinguisher and helped put the smoke out. The fire department did come to the scene and let us know that everything was okay. We then had the vehicle towed to our house at our expense. This event happened a little over a month after I took it into Kia for an engine recall and they stated it was fine. (paperwork attached)

We went straight to the Kia dealership and they told us to wait because they did not have room on their lot because of all the other vehicles that were there with the same problem. Two weeks later we finally got the okay to bring the vehicle into the dealer at our expense. The vehicle sat at the dealership for roughly a week for them to tell us that it needed a new motor and would take 4 to 6 months for a replacement.

At that point, with all the frustration and phone calls with Kia and the dealership we decided we had no interest in owning a Kia or dealing with them ever again. A rental or compensation for being out of a vehicle was never provided to us and this was my daily driver. They finally offered to buy the vehicle from us for \$5000 which was not even close to the compensation we think we deserve but we took it and ran because we were tired of the frustration and anger this was causing us. Kia put us in a dangerous situation and did not seem to care, for a well-known company they seem to have a severe lack of quality control and are not addressing their recalls appropriately.



 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	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: Milwaukee State: OR ZIP Code: [REDACTED]				Date Received: 29-AUG-2022		Repository: <input type="checkbox"/> Reference No.: 11481768			
Daytime Telephone Number: [REDACTED]				Evening Telephone Number: [REDACTED]		E-mail Address: [REDACTED]			
<i>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).</i>									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNAFWMA31CS [REDACTED]				MAKE: KIA		Model: FORTE	Model Year: 2012		
Date Purchased:		Dealer's Name and Telephone Number: Ron Tonkin Kia 8554898889			Engine: No. Cylinders: 4 cyl 2.4 I theta gas		Fuel Type: gas		
Original Owner: <input type="checkbox"/>		Dealer's City: Gladstone		STATE: OR	ZIP Code: 97027				
Transmission Type:	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain:		Multiple Failure:		Incident Date(s): 26-JUL-2022			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Components Codes: 060000 ENGINE (PWS)					Failure Mileage: 82000.0		Failure Speed: 30		
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									
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>									
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: 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).									
<p>The contact owns a 2012 Kia Forte. The contact stated the vehicle was previously involved in NHTSA Campaign Number: 20V750000 (Engine) where they received an engine knock test as the remedy. The contact stated that at that time they had no failures with the engine. Approximately 2 months after while driving approximately 30 mph when the vehicle began to make a loud knocking noise inside the engine. The contact decided to pull the vehicle over to the side of the road and while doing so they began to smell smoke within the cabin of the vehicle. Once the contact had successfully pulled over and exited the vehicle they began to notice smoke coming from underneath the hood of the vehicle. The contact was able to extinguish the smoke with a fire extinguisher. The fire department did arrive and confirmed the smoke was successfully extinguished and there no longer was a fire. There was no damage, injuries, or medical attention needed. No police report was filed. The vehicle was towed to the contact's home. The contact then had the vehicle to the dealer who diagnosed the vehicle nor had the vehicle been repaired. The manufacturer was made aware of the failure and opened a case regarding the failure. The approximate failure mileage was 82,000.</p> <p>The vehicle died on it's own but I was able to veer off the road.</p>									
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.									

Tonkin

FOR THE BEST OF CARES

RON TONKIN KIA

4133 E. Milwaukee
 Des Moines, IA 50319-0001
 Phone: 515-281-2289
 FAX: 515-281-2289

CUSTOMER #

MILWAUKEE

INVOICE

PAGE 1

HOME

BUS

SERVICE ADVISOR: 41844 ERIC'S HENDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE @ DEL	TAG
	15	KIA FORTE	KNAF7GALICE			
DEL DATE	IN SERVICE DATE	PROMISE	DEMO	PAYMENT	REV DATE	
34AUN510				CASH		
40 CHNG	READY	STOCK #	SOLD STA	DEP		
		END-2 4 1104 DDHC MP1 (N/A)				

LINE	QTY	DESCRIPTION	UNIT	NET	TOTAL
A		PERFORM THE SC200TD ENGINE/INSPECT/REPAIR SERVICE CAMPAIGN AS PER KIA			
		SC200TD PERFORM THE SC200TD ENGINE/INSPECT/REPAIR SERVICE CAMPAIGN AS PER KIA			
		18004 WT			
		LABOR: 0.00			
		OTHER: 0.00			
		TOTAL LINE A:			0.00

89575 0.00 PERFORMED BEARING CLEARANCE TEST AND VEHICLE PASSED INSPECTED FOR WASH AND OIL LEAKS NONE WERE FOUND. VEHICLE IS NOW UP TO DATE FOR SC200D

B		PERFORM THE SC200TD ECU UPDATE AS PER KIA			
		SC200TD PERFORM THE SC200TD ECU UPDATE AS PER KIA			
		18004 WT			
		LABOR: 0.00			
		OTHER: 0.00			
		TOTAL LINE B:			0.00

79575 0.00 PERFORMED THE ECU UPDATE FOR VEHICLE

THANK YOU FOR CHOOSING RON TONKIN KIA
 OUR GOAL IS YOUR COMPLETE SATISFACTION
 IF YOU ARE NOT 100% SATISFIED
 PLEASE CONTACT THE SERVICE MANAGER AT
 503-258-6310 OR GEOFF.WALKER@TONKIN.COM
 THANK YOU FOR BEING A PART OF OUR KIA FAMILY

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
TAX @ 6.1%	0.00
TOTAL	0.00
AMOUNT PAID	0.00
AMOUNT DUE	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



DOHC 16V

111111

120478 14.43



2012 Kia forte



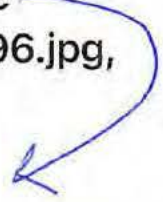
Fri, Jul 29, 2022 at 5:17 PM

To: <Kia-Consumer-Assistance-Center@kiausa.com>

Here are the pictures you requested. I am a little confused on how these pictures are going to benefit your engineer because based on these pictures what happened in the engine cannot be diagnosed. I was already told by the dealership that the engine is covered under warrantee and I am well aware of the recall and the reputation of the 2.4 liter 4 cylinder Theta Two engine and that they are prone to rod bearing failure. I had a recall done back on June 22nd, which is a little over a month before the engine blew up. This extended the warrantee another 150,000 miles.

It it very frustrating that I first had to wait on hold for near three hours with Kia to do a phone interview, wait 3 days for a representative from Kia to call me, only then to be told to send pictures for an engineer to review and then told it would be two weeks before we are even told what to do. I am out a vehicle and was told I could rent a car at my expense and may or may not be reimbursed depending on a decision in which I have no idea how long will take. For a well known company it does not seem like you are willing to stand behind your product or take care of your customers.

Please get back to me on how you will remedy this as soon as possible
IMG-3387.jpg, IMG-3388.jpg, IMG-3389.jpg, IMG-3395.jpg, IMG-3396.jpg,
IMG-3397.PNG


They never
responded to
this