

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

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148	
	Date Received 14-SEP-2022	Repository <input type="checkbox"/> Reference No. 11484477

OWNER INFORMATION (Type or Print)			Daytime Telephone Number	E-mail Address
Name	Address			
City Bolivar	State MO	ZIP Code	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 3KPFK4A0JE	MAKE KIA	Model FORTE	Model Year 2018
Date Purchased 2020	Dealer's Name and Telephone Number Columbia, MO. Kia Dealer		Engine: 2.0 No. Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City Coconut Creek	STATE FL	ZIP Code 33073
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: Incident Date(s) 10-AUG-2022

NO INCIDENTS

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 191000 TIRES:TREAD/BELT Cracks inside Tread of Tires,	Failure Mileage 32215.0	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make NEXEN	Tire Model (Name or Number) CP641	Tire Size (Example P215/65R15) 195/65R15
DOT No. (Example: DOTMAL 9ABC036) E025	<input checked="" type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location: PASSENGER SIDE REAR
Tire Component Code 191000 TIRES:TREAD/BELT	Tire Failure Type: CRACK	

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 checked="" type="checkbox"/> Yes <input 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).

The contact owns a 2018 Kia Forte equipped with Nexen Tires, Tire Line: N'Priz AH8, Tire Size: 195/65/R15, DOT Number: E025. The contact stated that the vehicle was taken to the dealer for a recall repair and the mechanic noticed that all four tires had started to crack in the center of the tire with rotting to the tread. The contact stated that she had replaced the tires two years prior. The contact then stated that the dealer informed her that all four tires needed to be replaced. The tires were not replaced. The manufacturer was not notified of the failure. The failure mileage was 32,215.

IL, Quincy, Kia Motors
 the mechanic said I should replace my tires but, not immediately. After I moved in Aug. I used a car tow to my new residence. Replaced tires at Walmart Bolivar, MO. I did CONTACT NHTSA told them what mechanic found

who didn't say that

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.

RECEIVED FEB 23 AM

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

NO INCIDENTS, NO FIRES, NO CRASHES,
JUST TIRES REPLACED 11/12/22 CRACKS INSIDE
TREADS. TIRES WERE NOT ON RECALL LIST. I
CALLED TO OK.

ATTACH ADDITIONAL SHEETS IF NECESSARY

SPRINGFIELD MO 658

23 JAN 2023 PM 3 L



U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

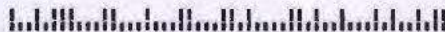
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



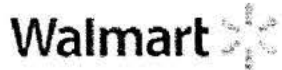
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



NATROL 99% pure melatonin [Shop now](#)

*This is for 11-25-22
INSTALLATION*

Sponsored



Nov 14, 2022
Order# [REDACTED]

Goodyear Reliant All-Season 195/65R15 91H All-Season Tire	Qty 1 \$62.00
Goodyear Reliant All-Season 195/65R15 91H All-Season Tire	Qty 1 \$62.00
Walmart New Tire Install	Qty 2 \$0.00
Subtotal	\$124.00
Taxes	\$14.04
Total	\$138.04

Payment method

Ending in 4431

Give us feedback @ survey.walmart.com
Thank you! ID #:7RHPJ8HQKH

Walmart *

..... 417-326-8424, Mgr: TBD
 2451, S. SPRINGFIELD, AVE.
 BOLIVAR, MO. 65613
 ST# 00046, OP# 006978, TE# 90, TR# 08549
 TIRE FEE 000003700848
 2. AT. 1. FOR 2.00 4.00. N
 ROADHAZARD 060538850389
 2. AT. 1. FOR 10.00 20.00. N
 ROT. BAL - LIFE. 068113124592
 2. AT. 1. FOR 14.00 28.00. N
 DOTCOM. TIRE 060538800971 0.00. N
 DOTCOM. TIRE 060538800971 0.00. N
 TLE. ITEMS COMPLETE
 SUBTOTAL 52.00 ..
 ** VOIDED ENTRY **
 ROT. BAL - LIFE. 068113124592K
 2. AT. 1. FOR 14.00 28.00. N
 ROT. BAL - LIFE. 068113124592K 4.00. D
 SUBTOTAL 28.00 ..
 TOTAL 28.00 ..
 CASH. TEND 40.00 ..
 CHANGE DUE 12.00 ..
 #####
 ##### DUPLICATE RECEIPT #####
 #####
 # ITEMS SOLD 7
 TC# 1196 9896 7014 9383 3303



Walmart *

Become a member
Scan for free 30-day trial



..... 11/25/22 08:33:16

Give us feedback @ survey.walmart.com
Thank you! ID #:7RHN5BHPK6

Walmart * *Tires*

..... 417-326-8424, Mgr: TBD
 2451, S. SPRINGFIELD, AVE.
 BOLIVAR, MO. 65613
 ST# 00046, OP# 006978, TE# 90, TR# 07581
 RLNT19565R15. 069766214786 82.00. X
 STATE FEE 060538850389 0.50. D
 RLNT19565R15. 069766214786 82.00. X
 STATE FEE 060538850389 0.50. D
 ROT. BAL - LIFE. 068113124592 14.00. N
 ROT. BAL - LIFE. 068113124592 14.00. N
 SUBTOTAL 193.00 ..
 SDS. SLOW. RS. 002580002320. F 1.96. R
 SDS. HAM. C. 002580002040. F 1.96. R
 SDS. HAM. C. 002580002040. F 1.96. R
 SDS. SLOW. RS. 002580002320. F 1.96. R
 WAX 087799107248 2.00. X
 SV. VIT. C. 70. 068113100069 5.94. X
 ICE CREAM 007684052987. F 4.48. R
 RTD. - VANIL. 063748000481. F 6.98. R
 QWYN. CHOC. 085646100871. F 6.97. R
 SUBTOTAL 227.21 ..
 TAX 1... B. 100. % 13.93 ..
 TAX 2... 5. 100. % 1.34 ..
 TOTAL 242.48 ..
 CASH. TEND 243.00 ..
 CHANGE DUE 0.52 ..
 #####
 ##### DUPLICATE RECEIPT #####
 #####

Thank you, your tires will be electronically registered for the name and address stated in this transaction pursuant to law.....

ITEMS SOLD 15



Walmart *

Become a member
Scan for free 30-day trial



..... 11/12/22 14:32:57



Date: 11-25-2022

Keytag #: 62458



Walmart #46, 2451 S Springfield Ave, Bolivar, MO 65613

Please note, your tires will be electronically registered for the name and address stated on this work order pursuant to law.



Year: 2018

Make: Kia

Model: Forte

Color: Gray/Silver

VIN: 3KPFK4A70JE2

License:

Odometer: 33,913

Customer Arrival Time
11-25-2022 07:56 AM

Service Completed Time
11-25-2022 08:23 AM

Bolivar, Missouri

Customer Service Agreement

I authorize the stated service to be completed with the necessary materials. I give permission to operate the vehicle.

I understand:

1. Walmart does not inspect tires to determine if they are safe or have been recalled. Tires are not examined for conditions that may affect safety (tread depth, cuts, punctures, cracking, bulges, or uneven tread wear).
2. Only the service(s) listed on the service order are performed.
3. During oil changes, Walmart only checks and adjusts tire air pressure.
4. Walmart does not check tire age or air pressure of the spare tire.
5. Customers should regularly confirm that their tires, including any spare, are properly inflated, have tread depth greater than 2/32" in all grooves, and have no cuts, punctures, cracking, bulges, or uneven tread wear.
6. Driving conditions will affect tire performance.

Customer Signature:

Date: 11-25-2022

Customer Notification and Disclaimer

Walmart may conduct complimentary courtesy checks based on your selection of service packages. Courtesy checks vary by service package and could include the following: checking of tire pressure, light bulb testing, fluid refills (washer, transmission, and power steering), battery check, interior vacuuming and checking of the wiper blades.

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES



Walmart #46, 2451 S Springfield Ave, Bolivar, MO 65613

Date: 11-12-2022

Keytag #: 61936

Please note, your tires will be electronically registered for the name and address stated on this work order pursuant to law.

Year: 2018

VIN: 3KPFK4A70JE

Customer Arrival Time

Make: Kia

License:

11-12-2022 12:28 PM

Model: Forte

Odometer: 33,716

Service Completed Time

11-12-2022 02:07 PM

Bolivar, Missouri

Color: Gray/Silver

Merchandise Description

Quantity

Price

Goodyear Reliant All-Season 195/65R15 91H All-Season Tire

2

(\$82.00 EACH) \$164.00

Merchandise Total (Excluding Tax): \$164.00

Total (Excluding Tax & Govt. Fees): \$164.00

Vehicle Checks & Services Performed

Record any pre-existing vehicle damages	START, COMPLETED	Balance tires	COMPLETE-Pass front	Tire pressure check	CHECKED-Pass front, 32 PSI
Scan existing DOTs	COMPLETE-Drv front, 1PJAE041R3522	Lugnut torque	ENTER TORQUE-Drv front, 80	Tire pressure check	CHECKED-Pass rear, 32 PSI
Scan existing DOTs	COMPLETE-Drv rear, 1PJAE041R3522	Lugnut torque	ENTER TORQUE-Drv rear, 80	TPMS Relearn	DECLINED-Drv front
Scan existing DOTs	COMPLETE-Drv rear, 1PJAE041R3522	Lugnut torque	ENTER TORQUE-Pass front, 80	TPMS Relearn	DECLINED-Drv rear
Scan existing DOTs	COMPLETE-Drv rear, 1PJAE041R3522	Lugnut torque	ENTER TORQUE-Pass rear, 80	TPMS Relearn	DECLINED-Pass front
Scan existing DOTs	COMPLETE-Pass front, 1PJAE041R3520	Tire pressure check	CHECKED-Drv front, 32 PSI	TPMS Relearn	DECLINED-Pass rear
Scan existing DOTs	COMPLETE-Pass rear, 1PJAE041R3522				
Inspect tires to be repaired	SELECT CONDITION, Not repairable				
Repair tires	DECLINED-Pass front				

Damages Noted Before Service

Type of Damage

Additional Comments

None

Technician Names

Customer Comments

Technician Comments

Service Writer/Greeter: Wyatt C.

No locking lugnuts

None

Service setup tech: Kegan R.

Tire tech: Kendall D.

Tire tech: Skylar B.

Tire tech: Kendall D.

Customer Service Agreement

I authorize the stated service to be completed with the necessary materials. I give permission to operate the vehicle.

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5. Customers should regularly confirm that their tires, including any spare, are properly inflated, have tread depth greater than 2/32" in all grooves, and have no cuts, punctures, cracking, bulges, or uneven tread wear.
6. Driving conditions will affect tire performance.

Customer Signature:

Date: 11-12-2022

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HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES



Date: 11-25-2022

Keytag #: 62458

Walmart #46, 2451 S Springfield Ave, Bolivar, MO 65613

Please note, your tires will be electronically registered for the name and address stated on this work order pursuant to law.

Year: 2018

VIN: 3KPFK4A70JE2

Customer Arrival Time

11-25-2022 07:56 AM

Make: Kia

License

Service Completed Time

11-25-2022 08:23 AM

Model: Forte

Odometer: 33,913

Color: Gray/Silver

Bolivar, Missouri

Service Description

Service Description	Quantity	Price
Walmart.com	2	\$0.00
Rotation + Lifetime Balance	2	\$28.00 (\$14.00 EACH)
Road Hazard Protection Warranty	2	\$20.00 (\$10.00 EACH)
Tire Hauler Fee	2	\$4.00 (\$2.00 EACH)
Service Total (Excluding Tax & Govt. Fees):		\$52.00

Merchandise Description

Merchandise Description	Quantity	Price
Walmart.com order	1	Prepaid
Walmart.com order	1	Prepaid
Merchandise Total (Excluding Tax):		\$0.00
Total (Excluding Tax & Govt. Fees):		\$52.00

Vehicle Checks & Services Performed

Record any pre-existing vehicle damages	START, COMPLETED	Balance tires	COMPLETE-Drv rear	Tire pressure check	CHECKED-Pass front, 33 PSI
Scan existing DOTs	COMPLETE-Drv front, 1PJAE041R3522	Balance tires	COMPLETE-Pass rear	Tire pressure check	CHECKED-Pass rear, 33 PSI
Scan existing DOTs	COMPLETE-Pass front, 1PJAE041R3522	Lugnut torque	ENTER TORQUE-Drv front, 90	TPMS Relearn	COMPLETE-Drv front
Replace tires	DECLINED-Drv rear	Lugnut torque	ENTER TORQUE-Drv rear, 90	TPMS Relearn	COMPLETE-Drv rear
Replace tires	DECLINED-Pass rear	Lugnut torque	ENTER TORQUE-Pass front, 90	TPMS Relearn	COMPLETE-Pass front
Scan new DOTs	COMPLETE-Drv rear, 1PJAE041R4422	Lugnut torque	ENTER TORQUE-Pass rear, 90	TPMS Relearn	COMPLETE-Pass rear
Scan new DOTs	COMPLETE-Pass rear, PJAE041R4422	Tire pressure check	CHECKED-Drv front, 33 PSI	Dispose of old tires	COMPLETE-Drv rear
Mount Tires	COMPLETE-Drv rear	Tire pressure check	CHECKED-Drv rear, 33 PSI	Dispose of old tires	COMPLETE-Pass rear
Mount Tires	COMPLETE-Pass rear				

Damages Noted Before Service

Type of Damage

Additional Comments

None

Technician Names

Customer Comments

Technician Comments

Service Writer/Greeter: Madison B.
 Service setup tech: Kegan R.
 Tire tech: Kegan R.
 Tire tech: Danny K.
 Tire tech: Kegan R.

Dispose of tires
 Black Friday event
 Life bal \$2
 No locking lugnuts
 Customer opted in for road hazard.

LPG.pg42 ki3

Continued on next page...