KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	7/7/2010	7/7/2010	[redacted]	[redacted]	Sorento	2011	In VOQ dated 7/7/10, customer reports driving on highway when other driver signals her to pull over. Customer pulled over and noticed "smoke started to come out from under the hood". While placing a call, "flames were coming out from under the hood" and about 15-20 minutes later "entire car engulfed in flames". KMA Consumer Affairs (CA) received notification of 2011 Sorento involved in fire on [redacted] and made initial contact to customer same day for an accident report. Customer had not contacted KMA CA. Customer advised had already settled with insurance company and was not requesting anything from KMA. KMA contacted insurance company to purchase vehicle for evaluation on 7/22/10. Cause unknown. Vehicle previously inspected by insurance on 7/8/10; cause could not be determined. KMA unable to conduct own evaluation due to extensive damage to vehicle and engine area.
[redacted]	5/3/2011	4/27/2011	[redacted]	[redacted]	Sorento	2011	In VOQ dated 5/3/11, customer reports he saw "sparks coming from engine" while driving 40mph. Customer pulled over and "fire began under the engine". No injuries reported. KMA Consumer Affairs (CA) contacted by dealer on [redacted] about vehicle fire incident. Contact was not made the customer. KMA CA contacted customer on same day to obtain incident report. Settlement reached with customer. No information as to cause of fire.
[redacted]	10/11/2011	7/18/2011	[redacted]	[redacted]	Sorento	2011	In VOQ dated, 10/11/11, customer reports nephew driving vehicle on expressway when engine failure caused "one or two of the connecting rods to bloc through oil pan and start a fire. . . ." Dealer contacted KMA Consumer Affairs (CA) on [redacted] advising of customer complaint of vehicle fire. Dealer reported "internal failure in engine--something broke internally, put hole in oil pan, oil leaked out & caused a fire." Vehicle repaired. KMA repurchased vehicle. Oil leaking onto hot engine components caused fire.

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

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	12/29/2011	12/24/2011	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 12/29/11, customer states was driving 65mph when "vehicle began to decelerate abnormally and then "suddenly surged forward". Customer stopped vehicle on the shoulder when "black smoke began to rise from under the hood and the vehicle was immediately engulfed in flames." Customer contacted KMA Consumer Affairs (CA) on [redacted] stating "vehicle went up in flames". No reported injuries. Prior to incident customer had oil changed at Pep Boys. Following significant coordination efforts with customer's insurer, KMA inspected vehicle on 1/25/12. KMA inspection identified non-Kia oil filter installed by Pep Boys and medium size hole in engine; no oil in oil pan or filter. Kia unable to determine whether hole in engine caused oil to leak or if oil leak was caused by aftermarket oil filter not properly secured resulting in hole in engine. KMA provided customer with replacement vehicle.
[redacted]	6/16/2014	3/4/2014	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 6/16/14, customer stated vehicle caught on fire shortly after parking in community parking garage. Customer contacted KMA Consumer Affairs (CA) on [redacted] No reported injuries. Customer reported "vehicle spontaneously caught on fire" and that insurance company was handling but had questions about warranty coverage. Customer reported insurance company's fire investigator identifed cause of fire started at the radiator fan assembly. No allegation from insurance company cause due to a defect. No further contact from insurance company or from customer.
[redacted]	5/9/2014	5/3/2014	[redacted]	[redacted]	Optima (QF)	2012	IN VOQ dated 5/9/14, customer reported smelling gasoline while driving and after refueling. Customer pulled over, looked under hood and noticed no smell or leaks. Customer continued driving and "car had a hot smell and within a few seconds went up in flames." Customer pulled over and exited vehicle. Customer never contacted Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	10/16/2014	10/12/2014	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 10/16/2014, customer stated while driving 75mph with cruise control on, smoke was coming out from under the hood and the vehicle engulfed in flames. Customer contacted KMA Consumer Affairs on [redacted] stating his vehicle caught on fire and wanted to know why. Customer reported he was driving without a problem when he noticed a reflection on the concrete ahead which appeared orange and red. He pulled over, exited the vehicle and the vehicle had caught on fire. No injuries reported. Customer's incident covered by insurance. KMA reviewed photos and documentation provided by customer. No further contact by insurance company or customer. Kia unable to determine cause of fire based on information and photos provided by customer.
[redacted]	11/28/2014	11/23/2014	[redacted]	[redacted]	Sorento	2011	In VOQ dated 11/28/14, customer stated "[o]ur Kia went up in flames. It had been in the shop on Thursday before." Customer contacted KMA Consumer Affairs on [redacted]. Customer stated vehicle caught on fire after it had been parked in front of house. No injuries or property damage. Customer reports dealer had replaced gasket and oil pressure sensor a few days prior to incident. Significant coordination between Kia and customer's insurance company to inspect vehicle. KMA attended joint vehicle inspection on 2/10/14. Fire occurred in engine compartment Cause of fire could not be determined.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	3/4/2015	2/19/2015	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 3/4/15, customer reported that she "noticed an unfamiliar smell" when returning from grocery store and pulled in to garage when she noticed smoke from under hood. Opened hood and saw flames near the turbo. Flames put out with a fire extinguisher. Customer contacted KMA Consumer Affairs on [redacted] alleging that her vehicle caught on fire. Dealer inspected vehicle and found no signs of a thermal event (nothing melted or fried). Dealer identified warrantable defect with turbo and was replaced under warranty. Vehicle test driven for 113 miles following repair and with no issues. Customer refused to pick up vehicle following repair. Customer filed BBB seeking repurchase of vehicle. KMA inspected vehicle on 3/25/15 and determined no thermal event took place; original turbo had no signs of fire or melting.
[redacted]	3/13/2015	3/2/2015	[redacted]	[redacted]	Sorento	2011	In VOQ dated 3/13/15, customer states was driving 40mph, there was a loud noise from front of vehicle and then smoke coming from engine compartment. Customer pulled over and noticed engine compartment on fire. Customer contacted KMA Consumer Affairs (CA) o[redacted] Customer alleges "heard a noise", "felt a shutter and saw a spark" and "there was a flame underneath the hood". Fire department not called. Vehicle towed to a mechanic who identified broken connecting rod. KMA reviewed photos and documents provided by customer. It was determined there was no evidence of a thermal event. KMA received intent to subrogate letter on 3/17/18. No further contact from insurer.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	3/27/2015	3/25/2015	[redacted]	[redacted]	Sorento	2012	IN VOQ dated 3/27/15, customer arrived home, parked vehicle in driveway. Vehicle was on fire in the driveway the following morning. Whole back of the vehicle was on fire. Customer contacted KMA Consumer Affairs (CA) [redacted] claiming vehicle parked on driveway had caught on fire and "backseat was engulfed in flames". Customer stated fire department's arson specialist said fire was electrical. No reported injuries. KMA reviewed case and identified fire appears vehicle had aftermarket 2-inch hitch installed. KMA noted fire appeared to have started from rear tailight. KMA referred customer to insurance company due to lack of evidence fire was caused by manufacturing defect on 4/20/15. No further contact by customer. Fire likely caused by aftermarket 2-inch hitch. Burn pattern is same as hitch harness/module fire.
[redacted]	4/14/2015	4/13/2015	[redacted]	[redacted] (VIN Not Provided by Customer; Identified by KMA)	Optima (QF)	2013	In VOQ dated 4/14/15, customer heard knocking noise, lost power, pulled over to side of road and "car filled with smoke and fully engulfed in flames". Customer's insurer contacted KMA on [redacted] and advised insured's vehicle caught fire; advised of intent to subrogate for damages paid. Investigation by insurance company identified "large hole was found on left lower forward section of the engine block". KMA settled with insurance company. Fire likely caused by oil leaking onto hot engine components due to connecting rod causing hole in block.
[redacted]	5/6/2015	2/21/2015	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 5/6/15, customer reported stopped at grocery, went into store for about 7-8 minutes and son ran into store stating vehicle was fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating he had "parked the car at the grocery store and turned it off. My wife and son were in the vehicle and when I came back out, the vehicle was in flames." Preliminary inspection by insurance fire investigator identified cooling fan as possible cause of fire.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	6/23/2015	6/17/2015	[redacted]	[redacted]	Sorento	2014	In VOQ dated 6/23/15, customer stated vehicle caught fire after being parked for five hours and fire department confirmed fuel tank was the cause of fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] alleging parked vehicle caught fire near the gas tank while sitting at friend's house. Fire report provided by customer identified fire origin was in the fuel tank area but cause could not be determined. Customer settled with insurance company and wanted Kia to be aware of the situation. No further contact by customer or insurance company.
[redacted]	8/14/2015	7/31/2015	[redacted]	[redacted] (VIN Not Provided by Customer; Deciphered by KMA)	Sorento	2013	In VOQ dated 8/14/15, customer states began smelling tar which dealer could not diagnose. Customer continued to smell tar and headlights burned out and were replaced. Customer alleged failure recurred and "driver seat began to burn, jamming side door. Fire deaprtment called to extinguish fire. No injuries reported. Customer did not contact Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	10/17/2015	10/16/2015	[redacted]	[redacted] (VIN Corrected by KMA)	Sorento	2011	In VOQ dated 10/17/15, customer reported that "heated seat element on driver's side started a fire" and caused driver to be burnt. Customer did not contact Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	10/28/2015	10/11/2015	[redacted]	[redacted]	Sorento	2012	In VOQ dated 10/28/15, customer reported heard a "loud banging noise" from the engine, pulled over, lifted hood and "discovered smoke, oil and a small flame coming from the engine", which had self extinguished. Vehicle taken to dealer and diagnosed as catastrophic engine failure. Customer never contacted Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	10/29/2015	09/18/2015	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 10/29/15, customer reported "loud metal to metal noise from engine and an explosion with white smoke." Customer pulled into parking lot and "opened hood to a small fire". Customer found a hole in back of engine. Customer contacted KMA Consumer Affairs (CA) on [redacted] and stated "I left the gas station this morning. I think I blew a rods towards the firewall. There is achunk of the block laying on the ground." Customer did not identify the occurrence of a fire. KMA advised customer to go to the dealer for diagnosis. Customer responded "I'll see what my options are." Customer contacted KMA CA again on 10/26/15 claiming September incident is related to issue identified in Hyundai recall. No indication customer had taken vehicle to a Kia dealer for diagnosis. Customer subsequently filed report to NHTSA. Information provided by the customer when he contacted KMA CA on September 18, 2015 suggests there no fire was involved.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	11/23/2015	10/15/2015	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 11/23/15, customer reported that had to pull over and use emergency to brake to stop. Customer stated first repair shop said it was an electrical fire. Subsequently towed to Kia dealer. Customer stated dealer "blamed sludge". Customer contacted KMA Consumer Affairs on [redacted] alleging engine caught on fire while driving and identified dealer stated starter was fried. KMA followed up with dealer on 11/10/15 and dealer stated "neither the vehicle or starter caught fire. Engine locked up." Dealer further stated customer tried to use her aftermarket remote start to restart the locked engine and it burnt out her starter, but that it never caught fire. Dealer identified a significant amount of sludge. Customer subsequently was reimbursed for engine repair under Kia warranty extension.
[redacted]	12/4/2015	11/25/2015	[redacted]	[redacted]	Sorento	2013	In VOQ dated 12/4/15, customer reports vehicle caught on fire while driving. Customer pulled over and vehicle occupants exited vehicle. No injuries. Customer contacted KMA Consumer Affairs on [redacted] alleging vehicle caught on fire, wanted to know what caused the fire and requested that Kia replace damaged personal items. Customer provided KMA with photos of incident. Due to extent of fire damage to vehicle, source or cause of fire would be difficult. Customer referred to insurance company. No further contact by customer. No contact from insurance company. Cause of fire unknown.
[redacted]	2/4/2016	2/4/2016	[redacted]	[redacted]	Sorento	2011	In VOQ dated 2/4/16, customer reports was notified vehicle was on fire in garage when alarm sounded. Customer noticed flames coming from rear of vehicle. Customer contact KMA Consumer Affairs (CA) on [redacted] stating that wife heard car alarm while sleeping. Customer moved vehicle out of the garage after seeing flames. Customer provided KMA with photos. Kia engineers reviewed photos and customer referred to insurance company. No further contact by customer. No contact from insurance company. No information as to cause of fire.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	3/10/2016	2/18/2016	[redacted]	[redacted]	Sorento	2014	In VOQ dated 3/10/16, customer reports was driving when heard a "loud abnormal noise" and saw smoke. Upon lifting hood customer noticed flames near motor. Vehicle towed to dealer. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating car caught on fire while driving 65mph. Fire on the right side of the engine". Customer had previously contacted CA in January 2016 for a separate issue and advised CA vehicle's oil had never been changed. Initial inspection by DPSM could not find any obvious signs of engine failure. KMA engineers reviewed engine photos and cause unable to be determined due to fire damage. Customer referred to insurance company.
[redacted]	3/19/2016	2/21/2016	[redacted]	[redacted]	Sorento	2012	In VOQ dated 3/19/16, customer reported was driving 60mph, heard a loud pop, smoke out of tailpipe and then under hood and lost all power. Cutomer raised hood and saw fire. Customer did not contact Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	6/8/2016	5/9/2016	[redacted]	[redacted]	Optima (QF)	2014	In VOQ dated 6/8/16, customer reported vehicle shut off and died and saw smoke from engine compartment. Customer also reported was able to pull over to shoulder, opened hood and engine on fire. Customer contacted KMA Consumer Affairs (CA) and stated that he "was driving to work and engine shut down" and as he "was getting off the road, the engine caught on fire." KMA engineers reviewed case and customer referred to insurer. No further contact by customer or insurer.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	8/2/2016	7/30/2016	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 8/2/16, customer reported vehicle caught on fire while driving 45 mph. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating vehicle caught on fire and wanted to know what could be done. After providing documentation to KMA, customer advised had settled with insurance company. KMA contacted insurance company and insurance company confirmed no cause & origin inspection/report would be performed and subrogation unlikely. KMA engineers reviewed photos and advised customer no inspection would be performed. No further contact by customer or customer's insurance company.
[redacted]	8/10/2016	8/7/2016	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 8/10/16, customer reported added oil after oil light illuminated and when trying to crank it vehicle started to smoke and caught on fire. Customer did not contact Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	8/27/2016	8/20/2016	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 8/27/16, customer reported vehicle shut down at light, vehicle pushed to side of road, smoke coming from under hood and ground wire was melted. While vehicle being towed, it began to smoke heavily and flames seen under hood. Customer contacted KMA Consumer Affairs (CA) on [redacted] and stated "all systems (lights, speedometer, radio, seats, door locks, windows) began to flicker randonly and pushed vehicle out of roadway. Once loaded on tow truck, vehicle caught fire." KMA engineers reviewed photos and documentation. Customer referred to insurance. Customer's attorney subsequently contacted CA on 1/17/17 requesting compensation for amount not covered by insurance. Multiple attempts by CA to reach attorney. No further contact by customer or attorney since 2/7/17.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	9/6/2016	8/28/2016	[redacted]	[redacted]	Optima (QF)	2012	Customer reports that vehicle stalled at low speed, pulled over at side of road, and smoke coming out of engine. Customer opened hood and saw fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating son was driving vehicle and while coming to a stop, vehicle stalled at 10mph. Customer's son tried to restart by pressing Push Button Start and gas a few times and then saw smoke from engine and vehicle caught fire. Customer stated son did not know how to start her car. Son noticed melted wires below the Air Cleaner. Dealer advised KMA inspection found engine seized and found starter melted. KMA replaced engine under warranty.
[redacted]	10/7/2016	8/28/2016	[redacted]	[redacted]	Optima (TF)	2012	In VOQ dated 10/7/16, customer reported was driving 60mph when heard an abnormal banging noise under the hood. Vehicle momentarily lost power, noticed black smoke and flames from the engine compartment. Customer contacted KMA Consumer Affairs (CA) on [redacted] and stated he heard a "loud pop noise", "quickly pulled over on the side of the highway", "popped the hood and the whole engine compartment was on fire." KMA engineers inspected the vehicle on 9/13/16 and concluded engine failure due to connecting rod. KMA repurchased the vehicle.
[redacted]	10/25/2016	10/24/2016	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 10/25/16, customer reported vehicle caught on fire in driveway after engine had been turned off for 5 minutes. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that vehicle caught fire and burned while sitting in the driveway. CA requested photos and fire report. KMA CA did not receive any documentation from customer.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	12/29/2016	12/24/2016	[redacted]	[redacted] (VIN Not Provided by Customer; Deciphered by KMA)	Sorento	2012	In VOQ dated 12/29/16, customer reported vehicle "abrutply decelerated" while driving 60mph. Customer coasted to shoulder, checked under the hood and found engine was on fire. Customer contacted KMA Consumer Affairs on [redacted] and reported vehicle starting smoking while driving on highway, pulled to the side and "saw fire dripping from the bottom." CA file appears to include information related to different vehicle. Vehicle destroyed. Cause unknown.
[redacted]	3/3/2017	2/14/2017	[redacted]	[redacted] (VIN Not Provided by Customer; Deciphered by KMA)	Sorento	2013	In VOQ dated 3/3/17, customer reported vehicle caught on fire while driving on a rural road at 50mph and that dealership replaced engine free of cost. Customer did not contact KMA Consumer Affairs Department. Kia dealer contacted KMA's Technical Assistance Center on 2/10/17 and identified "vehicle will not start and there is a hole in block." Incident date identified by customer on VOQ inconsistent with KMA information. No indication of any fire identified.
[redacted]	3/14/2017	3/10/2017	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 3/14/17, customer reported vehicle stalled and CEL illuminated while aunt was driving at 40mph. Customer's aunt steered to side of the road, noticed smoke and then saw flames under the hood. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that she was driving the vehicle when it shut off, noticed smoke under the hood and when hood opened the "vehicle was on fire." Customer advised she had filed a claim with her insurance company. KMA CA advised they would work with insurance company. KMA subsequently received a claim for subrogation. KMA unable to attend joint inspection. Insurance unable to determine cause or origin of fire. No further contact by insurance company or customer.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	4/3/2017	3/16/2017	[redacted]	[redacted] (VIN Not Provided by Customer; Deciphered by KMA)	Optima (QF)	2012	In VOQ dated 4/3/17, customer reported was driving on residential street when vehicle "suddenly quit". Customer coasted to office parking lot where he saw smoke coming from engine. Customer opened hood and say engine was on fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] nd stated "driving home and vehicle quit for no reason, opened hood and vehicle on fire." On same day, KMA CA advised customer's insurance settled with customer and was picking up vehicle within 2-3 days. Customer sought $5,000 compensation. KMA CA explained subrogation process to customer on 4/6/17. No further contact by customer. No contact by insurance company.
[redacted]	4/16/2017	4/16/2017	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 4/16/17, customer reported "smoke and flame coming from the lettering that lights up when door opens." Customer never contacted Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	5/8/2017	5/1/2017	[redacted]	[redacted]	Sorento	2012	In VOQ dated 5/8/17, customer reports a sudden loss of power when driving. Driver noticed smoke coming from under hood, CEL illuminated and fire started, which eventually went out. Customer contacted KMA Consumer Affairs o [redacted] tating vehicle caught on fire and engine and motor completely damaged. Vehicle was towed to dealership where dealer determined hole in block due to connecting rod causing oil to leak out and smoke from exhaust. No mention by dealer of any fire damage. Vehicle repaired under warranty.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	5/12/2017	4/29/2017	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 5/12/17, customer reports was driving 77mph, when vehicle stalled and noticed smoke under hood followed by flames. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that his vehicle caught on fire while driving. Customer stated was driving 78mph and speed then dropped to 70mph, Customer "coasted to the center divider", saw smoke and then saw car on fire. KMA requested customer to have vehicle towed to dealer so it could be inspected as well as any photos and fire report. Customer contacted insurance company and insurance company advised that Kia could pick up the vehicle after it completed its inspection. Customer advised to contact Kia once insurance company inspection is complete. On 5/8/17 customer contacted CA and said insurance company had completed its inspection and "they did say they will be coming after you". KMA attempted to work with customer and offered goodwill in the amount of $6,500.00. On 9/1/17, customer's insurance company sends notice of subrogation. KMA requested copy of cause and origin report. On 9/26/17, insurance advised customer's vehicle was sold before it was sent to subrogation and closed the case. No information provided as to cause or origin of fire.
[redacted]	5/24/2017	5/23/2017	[redacted]	[redacted]	Sorento	2011	In VOQ dated 5/24/17, customer reports smelled smoke coming from under hood after parking vehicle. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that his wife had been driving vehicle for 10-15 minutes when she parked the car. She had smelled something before she stopped. She got out of the vehicle and saw flames. She went back into the car to grab her purse. KMA CA requested a copy of the fire report and photos. On 6/7/17 KMA CA reached out to customer since no photos or report had been received. On 7/17/17, customer advised she settled with insurance company. KMA CA explained the subrogation process. On 7/19/17, insurance company sent KMA subrogation notice. No further contact by insurer.

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RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	5/24/2017	4/28/2017	[redacted]	[redacted]	Sorento	2014	In VOQ dated, 5/24/17, customer reports he picked up vehicle at dealer who had conducted repair on leaking oil pan and timing belt cover. An hour later, the car started smoking and could smell oil burning. While driving back to the dealer, the lost power, engine light came on. Customer coasted to side of road and when car stopped, customer saw flames. Customer sent a letter to KMA Consumer Affairs (CA) on [redacted] and wrote that while driving home after picking up vehicle from dealer for resealing leaking oil pan and timing belt cover, he smelled burning oil and smoke coming from front end. As customer was driving back to the dealer, vehicle lost power, engine light came on and pulled off to side of road. Customer noticed flames and exited vehicle. Customer reported insurance covered loan on car and had the vehicle inspected. On 5/23/17, KMA engineers reviewed documentation and unable to determine cause. On 6/1/17, insurance company sends KMA notice of subrogation identifying that independent cause and origin expert confirmed fire orginated in the engine compartment right near the area that had been recently worked on. Insurance company fire report dated 8/7/17, identifed fire started at the engine section of the engine compartment but cause was undetermined. Fire investigation report identified friction and heat caused by catastrophic engine failure resulted in the ignition of engine fluids. Insurance company subrogated to KMA. KMA denied subrogation claim.
[redacted]	7/17/2017	7/1/2017	[redacted]	[redacted]	Sorento	2013	In VOQ dated 7/17/17, customer reported vehicle caught on fire while driving. Customer contacted KMA Consumer Affairs (CA) on [redacted] ating that vehicle caught on fire. Customer later identified on 7/18/17 that the dealer had found hole in block due to thrown connecting rod. Case and photos reviewed with KMA engineers. KMA CA advises customer that it will cover the cost for engine replacement under goodwill.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	8/2/2017	7/30/2017	[redacted]	[redacted]	Optima (TF)	2011	In VOQ dated 8/2/17, customer reported vehicle caught fire while driving on highway. Customer contacted KMA Consumer Affairs (CA) on [redacted] and reported that wife was driving 40mph on highway, stopped for 30 mins at McDonalds and then when driving home, heard a loud boom, vehicle shut off and smoke from engine bay. KMA CA requested photos. KMA engineers reviewed case and photos on 8/11/17. Customer description of event consistent with hole in block. Recall had not been completed at time of incident. KMA offered to repurchase vehicle. Customer also sought reimbursement for lost personal items which were also covered by KMA.
[redacted]	8/3/2017	7/2/2017	[redacted]	[redacted]	Sorento	2012	In VOQ dated 8/3/17, customer reported was traveling downhill and noticed issues with brakes and accelerator. Customer pulled over and while putting vehicle in park noticed smoke and flames from underneath the hood. No injuries reported. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that the accelerator was hard to use while driving and the vehicle caught on fire after getting out of the vehicle. Customer sought damages for personal items. On 7/6/17, customer reported to KMA CA that insurance company was investigating cause of fire and requested photos. On 7/13/17, KMA engineers reviewed case and photos and were unable to determine cause of event. KMA CA still offered trade in value for vehicle. Customer subsequently contacted KMA CA and advised was settling with insurance company. On 8/3/17, customer reported insurance company inspected vehicle and found fire was cause by a hydraulic line bursting. KMA withdrew offer. Customer subsequently filed VOQ with NHTSA.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	8/7/2017	8/5/2017	[redacted]	[redacted]	Sorento	2012	In VOQ dated 8/7/17, customer reported that he smelled gas while on a 5 hour drive. Stopped vehicle but did not think smell was coming from vehicle. Customer continued to drive and then was told by jogger that vehicle was on fire. The engine had caught on fire. Customer posts vehicle caught on fire on social media on [redacted] KMA Consumer Affairs (CA) contacts customer requesting VIN information. Customer had prior repair due to fuel leak. Recall had not been completed at time of incident. Customer reposts incident on social media in August 2018. KMA CA leaves voicemail message for customer. No further contact.
[redacted]	8/15/2017	8/3/2017	[redacted]	[redacted]	Optima (QF)	2015	In VOQ dated 8/5/17, customer reported he was driving 55mph when smoke appeared and the engine made a loud noise. Customer coasted to side of road and noticed engine was on fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating his son was driving the vehicle when it caught on fire. On 8/9/17, KMA CA requested customer to provide photos which were received on the same day. Customer filed VOQ on 8/16/17 stating Kia had not responded to him. KMA CA had contacted customer requesting a call back. Photos reviewed by KMA engineers, cause could not be determined and customer was advised of the subrogation process.
[redacted]	8/16/2017	8/10/2017	[redacted]	[redacted]	Sorento	2012	In VOQ dated 8/16/17, customer reported that while driving, heard a "rattling noise" from the engine that got louder as vehicle speed decreased. Customer turned on a side street and saw smoke coming from hood. Customer opened hood and "saw 2 small patches of fire" which she put out. Customer states she was told not part of the recall. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that she heard a noise coming from the engine, turned into a parking lot and heard clanking sound and once vehicle was parked, customer saw oil and engine just quit. Customer did not report any information regarding a fire. Customer subsequently filed VOQ.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	8/19/2017	8/1/2017	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 8/19/17, customer reported had taken vehicle for recall which passed inspection and two months later, while driving 40mph, vehicle stalled. Customer pulled over to restart vehicle and a short time later notice smoke coming from under hood. Customer further reported Kia inspection identified fire origin was the starter. Customer contacted KMA Consumer Affairs (CA) via the web and stated that while driving 45-50mph, engine stalled and glided to shoulder. Customer pressed the push start button on two separate occasions and then noticed smoke coming from hood. Upon opening hood saw flames. KMA CA received permission from insurance company to inspect vehicle on 8/16/17. KMA engineers inspected vehicle on 8/17/18 and identified engine had seized and probable origin of fire was the starter motor. KMA CA reported results to customer on 8/18/18 and offered customer Kelly Blue Book value. Customer reported insurance company was offered double the amount and stated that he would work with insurance company. Case closed on 8/18/17. Customer subsequently filed VOQ the following day.
[redacted]	9/12/2017	12/6/2016	[redacted]	[redacted]	Optima (TF)	2012	In VOQ dated 9/12/17, customer reports vehicle stall at 60 mph that occurred on 12/6/2016. Vehicle towed to dealer where engine diagnosed as "clogged" and replaced for free. Six months later customer reports hearing "banging noise" while driving at 55 mph and replacement engine catches fire. No injuries. Before engine fire occurred, customer contacts KMA Consumer Affairs (CA) on 8/7/2017 inquiring about SC147 and whether it applies to replacement engine. CA offers to schedule appointment to inspect replacement engine but customer declines. On [redacted] customer contacts CA reporting vehicle fire. KMA offers to repurchase vehicle at KBB value; customer declined. No resolution with customer and subrogation immediately occurred. Insurer fire investigation report concludes fire originated on back side of engine from possible improper installation of replacement engine and resulting oil leak on to exhaust manifold. No hole in engine block.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	9/18/2017	10/10/2016	[redacted]	[redacted]	Optima (QF)	2012	In VOQ dated 9/18/17, customer's reports that engine stopped running without warning on interstate on 10/10/16. Vehicle towed to "local shop" and diagnosed as "engine seized" and "starter burned." KMA Consumer Affairs (CA) receives letter from customer on [redacted] requesting payment of $2400 as difference between what customer received in salvage value and the value of the vehicle before the engine failed. CA declines due lack of documentation of engine repair/replacement. Customer did not contact KMA CA when incident occurred. KMA had no opportunity to inspect vehicle. No fire reported by customer. Starter likely "burned" while attempting to restart the vehicle with seized engine.
[redacted]	10/5/2017	9/22/2017	[redacted]	[redacted]	Sorento	2013	Customer contacts NHTSA on 10/5/17 reporting multiple oil consumption issues and engine fire. Customer reports engine replaced twice prior to vehicle fire. On 9/23/17, customer posted on social media regarding the vehicle fire but does not contact KMA Consumer Affairs (CA). CA contacts customer on [redacted] after observing posts. Customer alleges engine fire occurred while driving on interstate at 75 mph. Customer reports suffering bruises and scrapes from exiting vehicle at 20 mph and alleges to have sustained cracked and bruised ribs. Customer settled with insurer; on 10/9/17, customer informed KMA that she had retained counsel. No further contact by customer. No cause has been determined for this vehicle.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	11/17/2017	9/1/2017	[redacted]	[redacted]	Optima (QF)	2013	Customer VOQ dated 11/17/17 reports vehicle "quit suddenly" at 70 mph. Battery and starter replaced. Further diagnosis determined engine seized. Customer alleges fire at starter related to engine seizure. Customer did not contact KMA Consumer Affairs (CA). CA contacted customer on [redacted] to follow up on engine repair related to SC147. Customer alleges vehicle lost power and drifted into construction zone causing collision damage—no reference to engine fire. KMA offers goodwill related to engine repair due to vehicle being in shop for several months—customer accepts Kia goodwill on 4/17/18. Fire allegation likely related to smoke from starter which can occur as a result of attempting to restart vehicle after engine seizure. Customer fire claim never verified.
[redacted]	12/7/2017	12/3/2017	[redacted]	[redacted]	Optima (QF)	2012	Customer VOQ dated 12/7/17 identifies customer saw smoke inside vehicle while driving at 45 mph. Flames under vehicle ensued when vehicle stopped; vehicle destroyed by fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] SC147 still open at time of alleged fire; engine repaired on 1/5/18. Customer settled with insurer. Insurer's origin and cause report notes break at the bottom of the engine block due to interior component failure. KMA settles subrogation claim.
[redacted]	2/8/2018	12/10/2017	[redacted]	[redacted]	Optima (TF)	2012	In VOQ dated 2/8/18, customer reports two thermal events: first incident related to electrical fire at left headlight. Subsequently, customer reports fire under hood after vehicle shut off at 65 mph on freeway. KMA Consumer Affairs (CA) not contacted by customer regarding either event. Vehicle passed SC147 sound inspection on 10/6/17 and received engine replacement on 2/15/18. KMA CA attempted to contact customer related to SC147 engine repair but unable to reach customer; customer returned call on 4/1/18 inquiring about denied tow cost. KMA investigated and determined denial was related to customer submission error—issue resolved and case closed.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	2/17/2018	1/8/2018	[redacted]	[redacted]	Sorento	2011	Customer VOQ dated 2/17/18 identifies white smoke and fire from under vehicle hood. Customer alleges loss of power and "whining and clanking sound" proceeded engine fire. Customer did not contact Kia regarding fire incident. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.
[redacted]	2/21/2018	2/1/2018	[redacted]	[redacted]	Optima (QF)	2014	Customer VOQ dated 2/21/18 states vehicle experienced knocking sound with smoke coming from engine while vehicle was in motion. Customer alleges engine caught fire when the vehicle was pulled to side of road. Customer reported fire to KMA Consumer Affairs (CA) on [redacted] SC147 repair not performed at time of incident. Customer settled with insurance carrier. On 2/27/2018, insurer contacted CA to arrange vehicle inspection. CA requested photos from insurer for further evaluation by KMA engineer. No further contact from customer's insurer as of 3/7/18. Cause of fire could not be determined.
[redacted]	2/27/2018	2/19/2018	[redacted]	[redacted]	Sorento	2012	Customer VOQ dated 2/27/18 reports rocker cover light malfunction/short with fire and smoke. Customer contacts KMA Consumer Affairs (CA) on [redacted] to report burning smell and smoke in vehicle followed by fire at driver's side door on floor. CA requests photos which are reviewed by KMA engineers. Dealer indicated sill plate as source of fire. Customer requests vehicle repurchase/replacement and receives goodwill replacement of driver's side sill plate.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	3/5/2018	1/31/2018	[redacted]	[redacted] (VIN Not Provided by Customer; Identified by KMA)	Sorento	2012	Customer VOQ dated 3/5/18 reports engine failed without warning at 65 mph with loud bang and smoke observed. Customer alleges fire under vehicle extinguished by fire department. SC147 open at time of alleged incident. Customer did not contact KMA Consumer Affairs (CA). Report from KMA technician reflects engine "stuck or seized" but does not identify visible evidence of fire damage. Engine replaced on 2/8/18.
[redacted]	3/28/2018	3/23/2018	[redacted]	[redacted]	Optima (TF)	2012	Customer VOQ dated 3/28/18 reports loud noise from under hood while vehicle in motion. Customer alleges engine emitted flames when pulled to side of road. Customer alleged not receiving recall notice. KMA Consumer Affairs (CA) not contacted by customer. Kia Techline report diagnoses engine as "stuck or seized" with "[h]ole in Engine" identified. Customer mailed recall notice at address identified on VOQ on 6/1/17. Engine replaced per SC147 on 3/26/18.
[redacted]	4/25/2018	4/21/2018	[redacted]	[redacted]	Sorento	2014	In VOQ dated 4/25/18, customer reported hearing a "loud pop" while driving down interstate. Pulled over since customer thought it was her tires. Reentered the vehicle, smelled something, turned car off, exited the vehicle and the vehicle caught on fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating daughter was driving back home from school for the summer and and "knew it [vehicle] wasn't acting properly". Daughter pulled off to the shoulder, exited the vehicle and it then caught on fire. Customer settled with insurance company who advised that it did not do a cause & origin report. Fire department noted possible electrical short but no cause & origin inspection performed. KMA reviewed photos provided by customer. KMA did not inspect vehicle due to extensive fire damage from vehicle burning too long. KMA sent customer SC147 recall notice on 6/1/17 and 7/25/17. As of date of the incident, customer had not had recall SC147 performed. Customer's descriptio of "loud pop" likely due to broken connecting rod resulting in fire.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	4/26/2018	10/15/2017	[redacted]	[redacted]	Optima (QF)	2013	In VOQ dated 4/26/18, customer reported engine caught on fire on 10/15/17 while stopped at a stop light. Customer contacted KMA Consumer Affairs (CA) on [redacted] and stated he had the battery replaced at a Kia dealer and while at a stop light the vehicle caught fire. KMA requested and customer provided incident photos. Case was reviewed by KMA and customer referred to insurance. KMA sent SC147 recall notice on 5/31/17 and 10/11/2017. As of the date of the incident, the recall had not been performed on the vehicle. On 7/31/18, nine months following the incident, customer's attorney sent a demand letter requesting compensation for injuries suffered as a result of the engine fan failing. Claim was denied.
[redacted]	5/15/2018	5/12/2018	[redacted]	[redacted]	Sorento	2012	In VOQ dated 5/15/18, customer reports engine fire 5 months after engine replacement. Customer alleges vehicle was traveling 20 mph when fire destroyed vehicle. Customer contacted KMA Consumer Affairs (CA) on [redacted] to report vehicle fire and request rental assistance. Engine replaced on 7/25/17 in relation to SC147. CA requested photos of vehicle for KMA engineers to review. Customer provided photos but due to amount of damage, KMA engineers were unable to identify cause. On 5/22/18 KMA offered to repurchase vehicle and compensate customer expenses incurred as a result of the fire. Customer accepted offer on 6/12/18.
[redacted]	5/24/2018	5/20/2018	[redacted]	[redacted] (VIN Not Provided by Customer; Identified by KMA)	Sorento	2012	Customer VOQ dated 5/24/18 reports fire while vehicle in motion at 75 mph. No injuries reported. Engine replaced per SC147 approximately 9 months earlier. Customer contacts KMA Consumer Affairs (CA) on [redacted] to report engine fire. Customer provided photos for review with KMA engineers but due to amount of damage, KMA engineers were unable to identify cause. On 6/29/18, KMA submits offer to repurchase vehicle and compensate customer for rental and personal items lost in vehicle fire. Customer accepted offer on 7/3/18.

KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI No.	REPORT DATE TO NHTSA	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	5/25/2018	5/24/2018	Harris, Donna	[redacted]	Optima (QF)	2014	Customer VOQ dated 5/25/18 reports vehicle stall at highway speeds. Customer attempted to restart vehicle and noted illuminated warning lights and sparks and flames under hood. Customer contacted KMA Consumer Affairs (CA) on [redacted] after receiving SC147 notice in mail. Customer indicated he purchased vehicle used and dealer sold him vehicle without SC147 complete. Customer states vehicle stalled on interstate with small flames on top of hood resulted. Customer reports they extinguished flames with water and dirt. Following review of customer documents by KMA engineers KMA repurchased vehicle.
[redacted]	5/30/2018	5/26/2018	Walls, Juan	[redacted]	Optima (QF)	2013	Customer VOQ dated 5/30/18 reports vehicle stall without warning and flames from under hood. Fire department extinguishes flames, vehicle towed and declared total loss without diagnostic test. Customer never contacted Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause of fire could not be made.