



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 1375

Date Received

2003 APR 1
17-MAR-2003

Repository

10011876

OWNER INFORMATION (Type or Print)

Name

Address

City HINTON

State WV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an YES NO *END OF PC*

YES

NO

Signature of Owner

Name or address to the vehicle manufacturer

Date 4/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at position of VIN on driver's side

KNDJA7234Y5874085

Make

KIA

Model

SPORTAGE

Model Year

2000

Date Purchased

Oct 17, 2000

Dealer's Name and Telephone Number

PATRIOT AUTOMOTIVE GROUP - PATRIOT SUPER - KIA

Engine: 122cc. in

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

BECKLEY

State

WV

Zip Code

25801

Transmission Type

STANDARD
5 speed

Antilock Brakes

Cruise Control

Powertrain

4WD

Vehicle Component Code

034510 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

11-MAR-2003
5-MAR-2003

Failure Mileage

45000
45493

Failure Speed

45 mph

see attached invoice #00142 date 3-11-03
#39120 date 10-1-02
#38619 date 9-1-02

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: DOTM19ABC038)

Original Equipment
 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), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and 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).

CONSUMER NOTICED THE BRAKE PEDAL TRAVELED ALL THE WAY TO THE FLOOR. THE DEALER REPLACED THE CALIPER. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

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

See description in attached letters dated 3-15-03 to:

Consumer Assistance Center
Kia Motors of America, Inc.
PO Box 52410
IRVINE, CA 92619-2410

NATIONAL COMPLAINTS DIFFERENTIAL MANAGER
KIA MOTORS OF AMERICA
PO Box 52410
IRVINE, CA 92619-2410

NOTE: SENT CERTIFIED MAIL - SIGNED RECEIPT BY KIA REP. PAUL F. VEGA on 3-20-03
I HAVE NOT BEEN CONTACTED BY KIA MOTORS OF AMERICA AS OF 4/5/03
I HAVE PARKED MY 2000 KIA SPORTAGE AS I AM AFRAID TO DRIVE IT AND
AM NOW DRIVING AN ALTERNATE VEHICLE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.dhs.gov/dot/govdot

[REDACTED]
Hinton, WV [REDACTED]
[REDACTED]

March 15, 2003

Consumer Assistance Center
KIA Motors of America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410

Re: KIA Sportage VIN# KNDJA7234Y5674085, purchased Oct. 17, 2000, Odometer 45,527,
Purchased at Patriot Subaru-KIA, Beckley, WV.

Dear Sir,

After much research via the Internet, test driving, and conversation with other vehicle owners, I decided to purchase a KIA Sportage in October, 2000 instead of my other options of a Toyota RAV 4, Subaru Forester, or a Honda CRV. I was initially pleased with my choice and often received compliments on the vehicle from coworkers at the medical school where I am employed.

However, after a life threatening incident in March 2003, I am now frightened to even drive my KIA Sportage. I reside in southeastern West Virginia and must travel 85 miles roundtrip daily to commute to work in Lewisburg from my home in Hinton. Ten miles of this trip is on Route 20, a very mountainous, curvy highway. On March 5, 2003, I experienced sudden brake trouble where the pedal went to the floor when I tried to brake as I entered a curve. I depressed harder and tried to maintain control of my vehicle as it swayed back and forth. At this time I was in a series of "S" curves along Route 20 and was much in fear that the vehicle was going to flip over and careen down the mountainside. Rather than increase the risk of turning over by forcing my car to stay in my lane, I allowed it to slide into the other lane and prayed no one would be coming the other way. Fortunately there were no other cars on the road and I was able to bring my KIA Sportage to a stop on the opposite side of the road.

I have always followed KIA manufacturer's recommendations in getting my car serviced. My oil changes are usually done at a garage, Bridge Street Ashland, in my hometown and all scheduled servicing and warranty work and repairs have been done at the KIA dealership where I purchased my car. I mentioned, on several occasions, to the service manager that I had heard a "clunking" noise whenever I had to turn the wheel sharply as in parallel parking or making a "U" turn. I was always told there was no problem associated with this noise, however, I began to experience some serious problems when my car, which was only two years old, failed the West Virginia State inspection.

I now write to express concern that my family's safety is in jeopardy with the ownership and operation of the 2000 KIA Sportage I purchased at Patriot Subaru-KIA of Beckley, West Virginia. On August 1, 2002 I had my car into the dealership for the 30,000-mile inspection and maintenance service. This inspection includes disc brakes and steering operation and linkage among other items to be checked (see invoice # 38619).

On or about September 29, 2002 my car failed the West Virginia State safety inspection for worn idler arm and loose front wheel bearings. On October 1, 2002 I returned the car to Patriot Subaru-KIA for the failed state inspection (see invoice # 39179) dated October 1, 2002. On this invoice the corrective action taken was to replace the worn idler arm and tighten the front wheel bearings.

On March 5, 2003 I began to experience brake trouble and phoned the dealership to arrange to have my brakes repaired. I was told the next available appointment was for March 11, 2003. I complained of intermittent brake power meaning that unpredictably the brake pedal would go all the way to the floor with the effect of no break at all. The repair covered under the long haul warranty was quite extensive. The right front wheel was damaged to the point that there was unusual wear on the brake caliper and the entire right front wheel assembly was rebuilt (i.e. RH Knuckle, RH Dust CVR, RH Front Outer Bearing, Spacer, Brakes Rotor, Inner Wheel Bearing, Wheel Studs, Inner Oil Seal, Spacer, RH Brake Caliper, Wheel 4WD Hub, and Brake Pad had to be replaced (See Invoice 001420 dated 3-11-03). It was entirely conceivable that the right wheel could have fallen off or otherwise failed setting the scene for a potential catastrophic or fatality in a turn over accident.

I received a phone message that my KIA Sportage was repaired on March 13, 2003 and I picked it up from the dealership service department on March 14. On the drive home I stopped to get gas at a service station and had to make a "U" turn to exit. I again experienced hearing that same "clunking" noise when I had to turn the wheel sharply. As I expressed, I am frightened to drive my KIA Sportage as I feel it will just be a matter of time before I again experience mechanical failure.

I seek to have the vehicle repurchased under the "Lemon Law" applicable in the State of West Virginia. This is the notice in writing and KIA has had three attempts to repair the problem. This problem should have been caught at the 30,000-mile check.

I am now waiting for a prompt reply in regard to this matter.

Sincerely,



[REDACTED]
Hinton, WV [REDACTED]
[REDACTED]

March 15, 2003

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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**