



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 100181

Date Received

2010 FEB 20 11:10:42
20-FEB-2004

Repository ☐

Reference No.

10069436

OWNER INFORMATION (Type or Print)

Name

Address

City

HACKENSACK

State

NJ

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? ☒ YES

In the absence of a signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KNDJA723616034501

Make

KIA

Model

SPORTAGE

Model Year

2001

Date Purchased

Dec. 11, 2000

Dealer's Name and Telephone Number

Chrysler of Paramus 845-0701

Engine

No. Cylinders

4

Fuel Type:

Reg.
Unleaded

Original Owner

☒

Dealer's City

Paramus

State

NJ

Zip Code

07652

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

063140 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-JUL-2001

Failure Mileage

9830

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/66R15)

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), condition(s), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

FOR A PERIOD OF 30-45 MINUTES AFTER STARTING THE VEHICLE GASOLINE AND EXHAUST FUMES ENTERED THE PASSENGER'S CABIN. A COMPANY NAMED GREEN CIRCLE TESTED THE VEHICLE, WHICH TESTED POSITIVE FOR CARBON MONOXIDE. PASSENGERS COMPLAINED OF HEADACHES WHILE IN THE VEHICLE, AND DRIVER SOMETIMES BECAME DIZZY. DEALER REPLACED THE CATALYTIC CONVERTER TWICE, INTAKE MANIFOLD ONCE, AND FUEL INJECTORS ONCE. THESE REPAIRS DID NOT REMEDY THE PROBLEM. *AK

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 responses 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 responses, 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)

I am attaching copies of ALL problems we have had with this vehicle. There are 9 separate repair sheets for the specific problem of gas/exhaust coming into the passenger cabin. We had more than 9, but 2-4 repair sheets were lost.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

KIA

Kia Motors America, Inc.
Eastern Region
3000 Atrium Way
Suite #400
Mt. Laurel, NJ 08054
(856) 608-1305 • Fax (856) 608-1304

October 14, 2002

Hackensack, NJ

RE: Reimbursement offer

Dear [REDACTED]

This letter is to confirm your conversation in September 2002 with District Parts and Service Manager, John Scott in regards to a reimbursement of 3 (three) car payments.

Due to the numerous inconveniences you have experienced with your 2001 Kia Sportage, VIN: KNDJA723615034501-Kia Motors America, Inc. is offering a reimbursement amount of **\$1,000.00**.

Your signature below signifies your agreement of the above terms. I have enclosed the release letter that also requires your signature. Please mail back to me at the address on the envelope to my attention-or you may fax both letters at 856-608-1304. The check will take approximately two to three weeks to process from the time I receive the signed letters.

Kia Motors America, Inc. appreciates the opportunity to resolve your concerns amicably and apologizes for any inconveniences you have experienced.

Sincerely,

Tracy Francis

Tracy Francis
Kia Motors America
Consumer Affairs Analyst

Date: _____

I accept the terms of this agreement- Greg Mowry



GOODWILL CONTRACT

WHEREAS, Greg Mowry ("Owner/Operator") alleges that a Kia vehicle purchased by Owner/Operator, Vin #KNDJA723615034501 was not designed and/or does not operate properly, allegedly causing damage to Owner/Operator and/or to property owned by owner/operator, which allegations are denied by Kia Motors America, Inc. ("KMA").

WHEREAS, the parties hereto desire to terminate their dispute and to fully and finally resolve all disputes, disagreements, claims and controversies arising out of the use, operation, function, and performance of said vehicle, enter into this Contract.

In consideration of \$1,000, paid to Greg Mowry, by KMA, said owner/operator, for himself or herself, his or her heirs, executors, administrators, and assigns, does hereby fully and finally release KMA and its officers, directors, and employees, affiliated companies, including parents and subsidiaries, from all claims and causes of action by reason of any injury which has been sustained, or may be sustained, as a result of the aforementioned dispute.

The Owner/Operator realizes that he/she may have other claims regarding the allegations made above of which he/she is not currently aware, and expressly waives those claims.

This Contract pertains to a disputed claim and does not constitute an admission of liability for said allegations on the part of KMA.

This document constitutes the entire agreement between the parties. Any other promises or agreements, oral or written, are void unless expressly contained herein.

The Owner/Operator has read all of the foregoing and fully understands it.

Dated: _____

**_____
Greg Mowry - "Owner/Operator"**

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*--- 1 of 17 -----*
RO No: 19715      Opened: 03SEP02   Closed: 03SEP02   Mileage: 26759
Line Code: A   Booker: 1988           Comeback: N
Complaint:      C/S D/S REAR WINDOW IS INOPERATIVE
Cause: SHORTED
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1988  72   W2K   S3405R00           REGULATOR
Line Code: B   Booker: 1988           Comeback: N
Complaint:      C/S PUT COVER ON SPARE TIRE, LAST VISIT COVER WAS NOT PUT ON
Cause: OK
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1988  72   W2K   INSTALL           INSTALL PART
*--- 2 of 17 -----*
RO No: 17431      Opened: 26JUL02   Closed: 26JUL02   Mileage: 25000
Line Code: A   Booker: 438           Comeback: N
Complaint:      C/S REAR CUPHOLDER COMING OFF SOP IN STOCK
Cause: CRACKED
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
438   41   W2K   WIP              REPLACED CUP-HOLDER
Line Code: B   Booker: 438           Comeback: N
Complaint:      C/S VEHICLE OVERHEATS WHEN A/C IS ON

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Press return to continue, S# for story, or E to exit:

RO No: 17491 Opened: 26JUL02 Closed: 26JUL02 Mileage: 25000

Line Code: B Booker: 438

Comeback: N

Cause: PINCHED

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

438 41 W2K WIP REPAIR WIRE TO COMPRESSOR

Line Code: C Booker: 438

Comeback: N

Complaint: C/S FRONT RT HAND TIRE HAS NAIL

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

438 41 CK PLUG REPAIR RT FRONT TIRE

Line Code: D Booker: 438

Comeback: N

Complaint: C/S RT HEADLIGHT HAS WATER INSIDE

Cause: MOISTURE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

438 41 W2K WIP REPLACED HEADLAMP

Line Code: E Booker: 438

Comeback: N

Complaint: LOFOCS OIL LUBE AND FILTER AS PART OF OUR 3 FOR 3 AWARD SPECIAL!!!

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

438 41 CK 3SK 33,500 MILE SERVICE

Line Code: F Booker: 438

Comeback: N

Press return to continue, B to page back, S# for story, or E to exit:

Press return to continue, B to page back, S# for story, or E to exit:

RO No: 10090 Opened: 28MAR02 Closed: 28MAR02 Mileage: 19339
Line Code: A Booker: 153 Comeback: N
Complaint: C/S CUP HOLDER BROKEN
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
156	99	C	ORDER		PARTS

... 5 of 17

RO No: 99480 Opened: 18MAR02 Closed: 28MAR02 Mileage: 19338
Line Code: A Booker: 153 Comeback: N
Complaint: BODY REPAIR AS PER ESTIMATE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1388	99	CMB	BODY		NEEDS BODY EST\$
1388		C	9999		SUBLET REPAIRS

Line Code: B Booker: 158 Comeback: N
Complaint: C/S CHECK FTONT CUPHOLDER FELL OFF PARTS ARE IN GLOVE BOX
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1388	99	C	ORDER		PARTS

... 6 of 17

RO No: 97363 Opened: 09FEB02 Closed: 09FEB02 Mileage: 17985

Press return to continue, B to page back, S# for story, or E to exit:

RO No: 97303 Opened: 09FEB02 Closed: 09FEB02 Mileage: 17985
Line Code: A Booker: 1388 Comeback: N
Complaint: C/S OIL LEAKING

Cause: LEAKING

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1388	22	W2K	11312R00		REAR MAIN SEAL

*... 7 of 17 *

RO No: 97234 Opened: 07FEB02 Closed: 07FEB02 Mileage: 17995

Line Code: A Booker: 1388 Comeback: N

Complaint: LOFOCS OIL LUBE AND FILTER AS PART OF OUR 3 FOR 3 AWARD SPECIAL!!!

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1388	95	CEX	LOFOCS		OIL LUBE AND FILTER AS PART OF OUR 3 FOR 3 AWARD SPECIAL!!!

*... 8 of 17 *

RO No: 88318 Opened: 31AUG01 Closed: 31AUG01 Mileage: 11440

Line Code: A Booker: 125 Comeback: N

Complaint: CUST STATES CK FOR L/R WINDOW INOP AT TIMES[PARTS IN STOCK].

Cause: REGULATOR SIEZED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
125	6	W2K	88805R00		REPLACE WINDOW MOTOR

Press return to continue, B to page back, S# for story, or E to exit:

RD No: 88318 Opened: 31AUG01 Closed: 31AUG01 Mileage: 11440
 Line Code: B Booker: 125 Comeback: N
 Complaint: CUST STATES L/R DOOR WINDOW IS INOP AT TIMES(PARTS IN STOCK).
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 125 8 W2K NPF 85428 NO PROBLEM FOUND
 Line Code: C Booker: 125 Comeback: N
 Complaint: CUST STATES CK FOR BRAKE PEDAL FEELS LOOSE.
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 125 8 W2K NPF 85428 NO PROBLEM FOUND
 ... 9 of 17
 RD No: 85428 Opened: 20JUL01 Closed: 20JUL01 Mileage: 9830
 Line Code: A Booker: 158 Comeback: N
 Complaint: 7K COMPLETE 7,500 MILE SERVICE INCLUDING TIRE ROTATION, REAR BRAKE
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 415 51 CEX XPRESS XPRESS LUBE , CHANGE OIL & FILTER.
 Line Code: B Booker: 158 Comeback: N
 Complaint: C/S CHECK D/S FRONT AND REAR WINDOW STICK
 Cause:

Press return to continue, B to page back, S# for story, or E to exit:

RO No: 85428 Opened: 20JUL01 Closed: 20JUL01 Mileage: 9980

Line Code: B Booker: 156 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

415 51 C NPF NO PROBLEM FOUND

Line Code: C Booker: 156 Comeback: N

Complaint: C/S CHECKING ENGINE OIL

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

415 51 C NPF NO PROBLEM FOUND

--- 10 of 17 -----

RO No: 80402 Opened: 09MAY01 Closed: 09MAY01 Mileage: 8797

Line Code: A Booker: 1988 Comeback: N

Complaint: LOFOCS OIL LUBE AND FILTER AS PART OF OUR 3 FOR 3 AWARD SPECIAL!!!

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

1988 12 CEX LOFOCS OIL LUBE AND FILTER AS PART OF OUR 3 FOR
R 3 AWARD SPECIAL!!!

--- 11 of 17 -----

RO No: 77425 Opened: 24MAR01 Closed: 24MAR01 Mileage: 4608

Line Code: A Booker: 829 Comeback: N

Complaint: C/S RIGHT REAR DOOR PANEL FALLING OFF

Press return to continue, B to page back, S# for story, or E to exit:

RO No: 77425 Opened: 24MAR01 Closed: 24MAR01 Mileage: 4808
Line Code: A Booked: 629 Comeback: N

Cause: WARPED

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
629 35 W2K 83300R00 DOOR PANEL

Line Code: B Booked: 629 Comeback: N

Complaint: C/S REAR WINDOW WASHER FLUID NOT COMING OUT

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
629 35 C NPF NO PROBLEM FOUND

--- 12 of 17 ---

RO No: 75706 Opened: 22FEB01 Closed: 22FEB01 Mileage: 3478

Line Code: A Booked: 688 Comeback: N

Complaint: C/S R/REAR DOOR PANEL IS WARPED INSTALLED SOP

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
688 88 C A HAD TO REORDER BOXED WRONG AGAIN

Line Code: B Booked: 688 Comeback: N

Complaint: C/S WHEEL CAP R/REAR CRACKED INSTALL SOP

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press return to continue, B to page back, S# for story, or E to exit:

CHRYSLER PLYMOUTH OF PARAMUS
234 RT 4 EAST
PARAMUS, NEW JERSEY 07652
(201)-845-0702

PAGE 1

SPECIAL ORDER #	DATE ORDERED	DATE CUSTOMER PO	DATE PRINTED	# OF LINES
74067	25JAN01		25JAN01	3

156
BRADT, STEVE

HACKENSACK, NJ

VEHICLE ID	CUSTOMER NUMBER	HOME PHONE NBR	WORK PHONE NBR				
QTY	PART NUMBER	DESCRIPTION	BIN	ORD NBR	PRIOR.	CDATE	
1	OK01G-57-731J70	BELT B-FRT, RH			KR		108
1	OK01F-57-761H70	BELT-RSIDE, RH			KR		108
1	OK04F-6B-470F71	TRIM ASSY-RR D			KR		108

*Head light put out
of the car while
Chris was driving
on the freeway*

2001 KIA SPORTAGE

It was necessary for us to SPECIAL order the above item(s) for you.
*** Thank you for giving us the opportunity to serve you ***
Henry Sanchez Parts Director

**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).**