



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 111

Date Received  
2004 SEP 13 AM 5:52  
11-AUG-2004

Repository   
Reference No.  
10087715

OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City HARTSELLE State AL Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_ E-mail Address \_\_\_\_\_  
Evening Telephone Number \_\_\_\_\_ None

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KNADC1258 PAID CASH FOR CAR.  
Make KIA Model RIO Model Year 2003  
Date Purchased 11-7-2003 Dealer's Name and Telephone Number Bramlett Pontiac-Kia, Inc. 256-353-6232 Engine: No. Cylinders 4 Fuel Type: Unleaded  
Original Owner  Dealer's City Decatur, AL State AL Zip Code 35603  
Transmission Type AUTOMATIC Antilock Brakes  Cruise Control  Powertrain \_\_\_\_\_  
Vehicle Component Code 034420 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS  
Multiple Failure: 4- Please see attached letter.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-NOV-2003 & More (See attached letter) Failure Mileage \_\_\_\_\_ Failure Speed \_\_\_\_\_  
Please see attached letter.

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: DOTMALSABC036) 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), 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).

WHILE PULLING OUT OF A PARKING LOT CONSUMER HIT THE BRAKE PEDAL AND THE BRAKES GRABBED ABRUPTLY. WHEN SHE TRIED TO MOVE THE BRAKES THEY GRABBED AGAIN. VEHICLE WAS TAKEN TO THE REPAIR SHOP THREE TIMES WITH NO CHANGE IN CONDITION. SHE WAS TOLD THAT WITH THE LEAST ACCUMULATION OF MOISTURE FROM THE PADS GETTING WET BRAKES WOULD GRAB. THIS PROBLEM WAS DUE TO THE PADS NO LONGER CONTAINING ASBESTOS. \*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 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.

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

PLEASE LETTER AND ENCLOSURES.

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 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



**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**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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

Hartselle, AL  
23 August 2004

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
ATTN: Mr. Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation Enforcement  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Sir:

Attached as enclosure 1 is your "Vehicle Owner's Questionnaire," which I made changes to. This letter is solely to inform your office of the brake problem I am having with my 2003 Kia RIO. However, I do wish that you would put Kia as number 1 on your "lemon" list, because I don't want anyone else to go through what I have gone through (and still going through) trying to get the brakes fixed. I have found out (the hard way) that Bramlett and Kia Motors America, Inc. are certainly not going to do anything about them. All they do is pass the buck (ME) from one to the other, and I am tired of it. As a last resort, I took my car to a mechanic here in Hartselle, and he explained to me that the brake pads are "metallic" and that when moisture gets on them, they rust, and that is what is causing the "grabs." He is trying to find some "non-metallic" ones for me.

I should explain that every time there is a rain, a heavy fog, or a heavy dew the brakes "grab" until I have stopped a few times and have driven the car a few miles to sling the water and rust out of the wheels. I am wondering why the wheels are made so that water can get to the pads and causing them to rust. I have owned and driven cars for 55 years, and this is the first car I have had that had brakes that "grab." I have had one surgery for a ruptured disc in my neck, and I certainly don't want another. And, if brakes that "grab" don't qualify as a safety hazard, I don't know what would.

Also enclosed are copies of Bramlett Pontiac-Kia, Inc. invoices dated:

(Enclosure 2) - 18 May 04 - 3,000 mile check-up, oil change, grease job, etc., and set of window visors. I asked about the brakes and was told, "It is the wheels." (Period.) Nothing about "metallic" brake pads.

(Enclosure 3) - 9 July 04 - (Copy of "Safety Recall Notice" also enclosed.) Asked about brakes again and was told that "Water and rust get in the wheels and until both are out, the brakes will do that." Still, nothing about the "metallic" brake pads causing the problem. Made an appointment for 12 July 04.

(Enclosure 4) - 12 July 04 - Stayed in waiting room almost 4 hours.  
No change in brakes.

(Enclosure 5) - 11 August 04 - Stayed in waiting room for about an hour. No change in brakes. That is when I decided to take the car to another mechanic because I am through with Bramlett. I am also busy "advertising" Kias, nor am I the only one. A man in one of the 3 lines at my bank and a lady in Bramlett's waiting room are helping me. All three of us have big, loud mouths and know how to use them.

I will be 78 years old in October, and I really don't feel like going through this. I was so happy with the Kia until the brakes started "grabbing" and I got a recall notice less than 8 months after date of purchase.

Mr. Bramlett can tell George and Cheryl (whoever she is) and the CEO, Kia Motors America, Inc., can tell John (whoever he is) that I have not bought one word they said, and they need not waste any more of their (or my) time trying to convince me that the brakes are doing just what they are supposed to do. I am no fool, and I intensely dislike being patronized.

Sincerely,

5 Enclosures  
As stated

GF:

Kia Motors America, Inc. (w/cy of enclosures)  
ATTN: CEO  
PO Box 52410  
Irvine, CA 92619-2410

Bramlett Pontiac-Kia, Inc. (w/cy of enclosures 1 & 5 only)  
ATTN: Mr. Bramlett  
3305 Hwy 31 South  
Decatur, AL 35603

8-11-04

Called Customer Service  
K2A motors America  
Irvine, CA

"John"

1-800-333-4542 - EXT 46635

Called Highway Traffic Safety Administration  
Washington, DC

(Person did not give name, but is "making a report and sending  
a copy to" me.)

8-12-04

"John" called, Told me to call Cheryl Vaughn.

I called Cheryl. She will come by & pick up my car after  
the next rain. Will call me first.

8-20-04

Rained most of the day. No call from Cheryl.

8-21-04

still no call from Cheryl.

8-23-04 - Rained yesterday. still no call from Cheryl

Received  
7-6-04



## SAFETY RECALL NOTICE

July 2, 2004

**Kia Motors America, Inc.**  
P.O. Box 52410  
Irvine, California 92619-2410

Dear Kia Rio or Rio Cinco Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors America, Inc., in cooperation with the U.S. Environmental Protection Agency, and the California Air Resources Board, is conducting a safety recall campaign to replace the Fuel Distributor and Main Fuel Tube Assemblies in certain 2001-2004 Rio and Rio Cinco models.

### What is the problem?

- Kia has become aware of reports of fuel leakage from the Fuel Distributor Assembly in some 2001-2004 Model Year Rio and Rio Cinco vehicles.

### What will Kia do?

- Because Kia cares about your safety, Kia will replace the Fuel Distributor and Main Fuel Tube Assemblies at no cost to you. If any customer has incurred any expense to remedy this defect they will be offered the opportunity to obtain a reimbursement for those expenses.

### What should you do?

- Please call your Kia dealer to schedule a service appointment. The time required to repair your vehicle should be less than one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. Please present this notice when you arrive at the dealer.

### Have you changed your address or sold your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### What if you have other questions?

- If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. If you still are not satisfied that we have remedied this situation, without charge and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call their toll-free Auto Safety Hotline at 1-888-327-4236.

PLEASE RETAIN FOR YOUR RECORDS

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

Volume 4 (2)

2

**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).**