



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 1387

Date Received  
2004 OCT 04  
04-OCT-2004

Repository   
Reference No.  
T0094927-12

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City ANDOVER State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

Do you authorize the manufacturer of your vehicle?  
In the absence of your name or address to the vehicle manufacturer.  YES  NO  
Signature of Owner [REDACTED] Date 10/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KNDUA88888 [REDACTED] Make KIA Model SPORTAGE Model Year 1999

Date Purchased 11/2000 Dealer's Name and Telephone Number [REDACTED] Engine: No. Cylinders [REDACTED] Fuel Type: [REDACTED]  
Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  Powertrain [REDACTED] Vehicle Component Code 015200 STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-SEP-2004 Failure Mileage 42000 Failure Speed [REDACTED] power steering fluid hose

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM15ABC096)  Original Equipment  Prior Repair Feature Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

Narrative Description of Incident(s), Crash(es), and Injury(es).  
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 RED LIQUID ON DRIVEWAY. VEHICLE WAS TOWED TO DEALERSHIP, WHO INDICATED THAT POWER STEERING HOSE RUSTED AND BROKE. THIS WAS A COMMON FAILURE WITH THESE VEHICLES.\*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.

October 16, 2004

To Whom It May Concern:

I am a consumer who owns a 1999 Kia Sportage SUV. I recently had a rather unsettling experience with the Kia Motor Corporation.

One evening after I arrived home from work my 22 year-old nephew noticed red liquid leaking out of the front of my vehicle. He correctly determined that it was power steering fluid and I called AAA to have the vehicle towed to my mechanic. What I heard from my mechanic the following day was more than upsetting. I was told that when he contacted the local Kia dealer to obtain the power steering hose he was told there was none currently in the country. Naturally, I was a bit taken aback but being the resourceful gal that I am, I set about to rent myself a vehicle. As time passed and friends and family learned of my dilemma, they naturally tried to offer help. My brother-in-law offered up the name of another Kia dealer (Brown Daub, in PA), as a possible source of salvation. Upon contacting them, I spoke with a man in the parts department named Rick, who was more than helpful. He informed me that not only was I not being lied to about no such steering hose being in this country, but that there was a "waiting list" and that Kia was "considering a recall" due to the fact that these steering components were "rotting out" with such alarming frequency. He also offered me a Parts Locator website, commonly used in the industry by dealers to obtain parts from other states. Upon logging on and attempting to find my own damn hose, the truth was confirmed yet again. There was in fact, no power steering fluid hose to be found during the month of September, in the United States of America. During a second conversation, Rick informed me that these hoses were on a cargo ship from Asia and scheduled to be arriving in the United States on September 27, 2004, barring any unforeseen weather or customs issues, at which time order fulfillment would begin. Slightly psychotic with rage, I called Kia Customer Service, during which time I demanded compensation for what was to be a month long auto rental fee as well as the repair bill. Not only was I told to essentially go fly a kite because my vehicle was no longer under warranty, but I was also conveniently informed of yet another recall, one of which I was never notified. This would be a recall on of all things, my safety belts! So, essentially, were one to crash due to not being fortunate as was I at having ones power steering hose "rot out" in the driveway, your seatbelt may or may not protect you. Sensing a bigger problem than just my own, since there are literally *thousands* of these vehicles on the roads, I informed Kevin, the Kia corporate customer service manager who contacted me, that it was incumbent upon the company for which he worked, to issue a recall in order to protect loyal Kia consumers. Not only was Kevin not helpful *in the least*, to me, but he was sad to say, woefully uninformed. I knew more about the situation at hand and I am not a Kia employee. Essentially, Kia has washed their dirty little hands of this matter and they are attempting to sweep it under the freeway but I will not be silenced. I will tell anyone who will listen: this needs to be made

public so that Kia drivers can have their steering hoses and seatbelts checked for safety! Is Kia still installing defective, substandard parts in their vehicles? Are all the hoses that arrived on the slow boat from Asia similarly lacking? Please help me expose this corporate cover-up and protect thousands of loyal consumers. I don't know what else to do but for sure I'm not shutting up.

Thanks,

[REDACTED]  
Andover, NJ  
[REDACTED]

**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).**