



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 100143

Date Received

Repository ☐

30-MAR-2005

Reference No. 10117102

OWNER INFORMATION (Type or Print)

Name

Address

City HOLDEN

State ME

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 ☒ NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 04/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNDJA723X15

Make
KIA

Model
SPORTAGE

Model Year
2001

Date Purchased

10/09/01

Dealer's Name and Telephone Number

Don Stickle Mercury Kia 207-947-4559

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Bangor

State

ME

Zip Code

04401

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-FEB-2005

Failure Mileage

72618

Failure Speed

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: DOTM1SABC036)

☐ 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

0

Number of Deaths

0

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).

WHEN PUMPING FUEL INTO THE VEHICLE FUEL SPRAYS OUT ONTO THE GROUND. DEALER STATES THAT FUEL TANK NEEDED TO BE REPLACED.
*AK

See attached letter & documentation

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.

4/21/2005

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-216
400 7TH STREET, SW
WASHINGTON DC 20590

SUBJECT: REFERENCE NO: 10117102

Dear Sir/Madam:

Sometime during the third week of February of this year, I encountered a problem while attempting to have my KIA filled with gasoline. I noticed that the attendant was having a problem trying to get gas into the tank. Apparently the back pressure was causing the gasoline to splash back and the pump nozzle would shut off. After trying numerous times and only succeeding in installing a couple gallons of gas, I told the attendant to stop and I would have my mechanic look into this problem. I also mentioned this to my husband and he attempted to put gas into the car but with the same result, splashing gas onto himself.

I took my vehicle to the local KIA dealer and had his mechanic look into the problem. He determined that a buildup of ice and snow on the top of the gas tank had caused the ORVR valve to stick closed. He removed the ice and snow and freed up the valve which was fine for about a week when the same problem occurred again.

It would appear that the design and positioning of the gas tank and the ORVR valve as attached to the tank, especially in cold and snowy climates such we have here in Maine, poses a safety problem to anyone attempting to put gas in the tank.

Please find attached, work orders from the dealer as well as letters concerning this problem that I have written to KIA Motors America, Inc.

Thank you

Holden ME

days (until 5/13/05 – (I will be retiring this date))
evenings

March 14, 2005



KIA MOTORS

KIA MOTORS AMERICA, INC.
Eastern Region
3000 Alrium Way, Suite 400
Mt. Laurel, NJ 08054-3013
TEL: (856) 608-1305
FAX: (856) 608-1304

Holden, ME

RE: 2001 Kia Sportage Owner
VIN: KNDJA723X15

Dear

735-4345
Kia Motors America, Inc. has been trying to reach you regarding your vehicle. The phone number that was provided to me is (207) 843-5064. If you need further assistance with your vehicle please feel free to give me a call. Your file will be closed until further contact from you.

If you need further assistance please contact me at (856) 608-1305 ext. 122, Monday through Friday 8AM EST to 5PM EST.

Thank You,

A handwritten signature in cursive script that reads "Tracy Thomas".

Ms. Tracey R. Thomas
Consumer Affairs Analyst
Kia Motors America, Inc.

Cc: file

3/31/2005

Ms. Tracey R. Thomas
Consumer Affairs Analyst
KIA Motors America, Inc.
Eastern Region
3000 Atrium Way, Suite 400
Mt. Laurel NJ 08054-3913

ATTN: Case # K431638

Dear Ms. Thomas:

Upon receiving a certified letter from you, dated 3/17/05, I immediately called you, and upon your request, faxed a letter I had written that day to you, stating my displeasure with KIA America, Inc. not honoring my request to cover the replacement of said gas tank on my 2001 KIA. You said you would have my claim reviewed and get back to me. Too date, I have not heard from you. I also called you on Thursday, 3/24 and left message, and still no response. I am not impressed with KIA's customer relations/support.

On Tuesday, 3/28, I went to my local dealership and picked up my car. (I had to borrow monies for said repairs in order to get my car). My car was at the dealership exactly one month to the day.

In talking with my dealership, they commented to me that they were very surprised that your company would not cover the gas tank. I am totally baffled that a car only 4 years old had to have a gas tank replaced.

I am in the process of filing a formal complaint with U.S. Department of Transportation, National Highway Traffic Safety Administration (nhtsa), Washington, DC to find out whether other KIA owners have reported similar problems with their gas tanks. I feel there must be a defect in parts/assembly of the gas tank that should be addressed, especially for safety precautions. I could not pump gas into my vehicle without gas spraying all over me, the car, and the ground. I am requesting from nhtsa that they look into this matter for me.

I look forward hearing from you.

Holden ME
Day phone #

NEVER DETACH THIS CARD FROM THE MAIL

- Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Ms. Tracey R. Thomas
Consumer Affairs Analyst
KIA Motors America, Inc.
Eastern Region
3000 Atrium Way, Suite 400
Mt. Laurel NJ 08054-3913

A. Signature

X

☐ Agent

☐ Addressee

B. Received by (Printed Name)

Elizabeth Hall

C. Date of Delivery

7/4

D. Is delivery address different from Item 1? If YES, enter delivery address below:

☐ Yes

☐ No

2. Service Type

☒ Certified Mail

☐ Express Mail

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ O.D.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

2. Article Number

(Transfer from service label)

7004 1160 0002 9283 7837

PS Form 3811, February 2004

Domestic Return Receipt

PSN 7530-01-000-9046

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only. No Insurance Coverage Provided)

For Delivery information visit our website at www.usps.com

OFFICIAL USE

Postage

37

Certified Fee

4.05

Return Receipt Fee
(Endorsement Required)

Restricted Delivery Fee
(Endorsement Required)

4.42

Total Postage & Fees

\$ 8.84

Postmark
Here

Deliver To

Street, Apt. No.,
or PO Box No.
City, State, ZIP+4

Ms. Tracey R. Thomas
Consumer Affairs Analyst
KIA Motors America, Inc.
Eastern Region
3000 Atrium Way, Suite 400
Mt. Laurel NJ 08054-3913

7004 1160 0002 9283 7837

3/17/2005

KIA Motors America
PO Box 52410
Irvine, CA 92619-2410

ATTN: Customer Relations - K431638

To Whom It May Concern:

I am writing in regard to current circumstances involving my 2001 KIA; please reference the above case number and you will see the details involving this situation and the unusual repair that precipitated it.

I understand this particular repair doesn't fall under the current warranty nor could it be classified as usual wear and tear. I have taken great care over the last four years to keep my KIA in very good condition, i.e., regular services and maintenance as well as the other repairs that have come up that were covered under warranty. I have also invested the cost of having my vehicle professionally cleaned on a regular basis even though I am a non-smoker and do not have small children. I like to think that my KIA is in the same condition as it was when I bought it brand new.

To maintain this care I have always had the benefit of prior planning in order to financially meet the needs that this kind of care has required. This repair however has caught me off guard and I am stuck, financially. In the beginning a customer service representative had thought that this repair would be paid for by KIA because of its unusual nature and they were kind enough to provide me with a rental vehicle until the vehicle was ready. That was two weeks ago.

I am very pleased with my KIA and the local dealership that has been helping me with this issue, they truly have gone "above and beyond" but I still have heard nothing as to the status of any assistance from KIA to financially support this repair. My purpose for the meticulous care of this vehicle was to avoid this type of repair and the cost associated with it.

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).