



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 100148

Date Received

01-JUN-2005

Repository ☐

Reference No.

10123769

OWNER INFORMATION (Type or Print)

Name

Address

City

HARRISBERG

State PA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

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

Make

KIA

Model

SPORTAGE

Model Year

2000

Date Purchased
22-JUN-03Dealer's Name and Telephone Number
MARY KIA

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☐Dealer's City
LANCASTER

State

PA

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes☐ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUL-2004Failure Mileage
50000Failure Speed
70

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: DOTM9ABC036)

☐ 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).

DT: FIRST GOT CAR SEEMED TO DRIVE GOOD, BUT IN WINTER THE 4-WHEEL DRIVE DIDN'T WORK. KIA FIXED IT, AND THIS HAPPENED AGAIN, KIA FIXED IT AGAIN. THIS SEEMED TO HAPPEN WHEN IN HIGH SPEEDS AND THEN SLOWING, THE WHEELS WOULD SHAKE. AT FIRST ATTEMPT TO FIX IT KIA DEALER SAID THEY CHANGED THE KIT THAT PUTS IT INTO 4-WHEEL DRIVE. ON THE SECOND ATTEMPT TO FIX IT DIDN'T KNOW WHAT THEY DID, BUT IT HAD TO DO WITH 4-WHEEL DRIVE. AT THIRD ATTEMPT KIA SAID THE HOSES WERE CLOGGED. TOOK HOSES OFF AND CLEANED THEM AND PUT THEM BACK ON. ALSO, SAID THERE WAS A NEW KIT INTO THE CARS, BUT HE DID NOT PUT IT INTO CONSUMER'S CAR. HE ASSURED CONSUMER THAT THE CAR WOULD BE FINE. ABOUT THREE MONTHS LATER THE 4-WHEEL DRIVE AND TRANSMISSION WERE NOT WORKING RIGHT. THE LAST TIME THIS HAPPENED THE FRONT WHEELS LOCKED UP AND SLID. *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.

To Whom It May Concern:

In the summer months of 2002 I bought a 2000 Kia Sportage at a dealer in Lancaster, Pa. In the beginning of the winter months I started to have trouble with the 4 wheel drive. I took it back to the dealer in Lancaster and they told me that they fixed it and took care of the problem, and I took my vehicle and left.

About 3 months later, I started to have trouble again so I took it to my mechanic. He replaced the vacuum seleroid which had to do with the same problem that the dealer in Lancaster had worked on.

After about 2 months again, (still having problems) I took it back to the Kia dealer in Lancaster. The service department cleaned the hose as they said that it was blocked up. As I continued to talk to the mechanic, he mentioned that there is a new kit for these vehicles and I asked why I did not get the kit for mine and he said that mine would be O.K and would not need the kit.

A couple of months went by and as I was driving to Baltimore on route 83, right in the middle of this very busy highway, my vehicle shuts down. Now I am fearful for my life as well as my passenger.

We were almost hit more then once and I had to keep trying to start the car, and I managed to get it started and get it off the road.

I went to a gas station and called the Kia dealer in Lancaster and told them what had happened and they gave me the information to call Kia roadside to come for the car and they did. We went with them.

Kia roadside towed the car to (Nationwide Kia) dealer in Towson, Maryland. The Kia dealer there told me there is something wrong with the transmission and there is metal in the plate and that the car would have to stay there.

I asked for a rental car and they told me that they will not be able to give me a rental car so I had to get one on my own. I rented from Alliance rental in Baltimore. I drove this rental car home to Pa. I went to the Kia dealer in Lancaster and talked to the service supervisor and explained all this to him. He told me that Nationwide Kia should have given me a rental car. They gave me a rental car across the street from the dealer. Now I have two rental cars. I had to

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return the rental car to Alliance rental in Baltimore because they do not have Alliance rental in the area where I live.

About 3 weeks later Nationwide Kia called and said to pick up my vehicle because it is fixed. When I got there to pick up my car, they told me that they could not get the fog lights off. Now through this happening the battery was worn down and they had to jump start the vehicle. One of the lights underneath was out. Also the rubber that fits around the emergency brake was not put back correctly. All these things were in working order before they worked on the vehicle.

I asked if they drove my car and road tested it and they said that they fixed everything that was wrong with it.

We left and went to get something to eat before we headed home. When we left we were still near the dealer when it started to act up again. It was doing the same thing again. I drove it back to Nationwide Kia and by this time they were closed. I left the vehicle there with a note and the keys. This was Saturday, June 18, 2005.

On Monday I called Nationwide Kia and said "You didn't fix the car." They said that they did and I said "You didn't fix the problem that caused the car to shut down."

I talked to the Kia dealer in Lancaster, and they said that I would have to return the rental car. I drove back to the Kia dealer in Lancaster and when I returned the rental they informed me that they are no longer responsible for any problems because Nationwide Kia has worked on the vehicle. Now I have NO rental and NO car!

Now my vehicle is at Nationwide Kia in Baltimore and I have no rental and no car. The gentleman that I talked to, his name is Rust. Phone # 410-252-7420 ext. 1309

I am very upset and frustrated about all the things that have been occurring with my vehicle. Someone needs to take the responsibility and fix my vehicle so that I may take this car out on the road and not feel that my life or my loved ones are in jeopardy!

All I want is to be treated fair and I certainly have not been thus far! Please look into this matter as I am waiting for a response.

To Whom It May Concern:

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