



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

2006 FEB 28 PM 3:03

23-JAN-2006

Repository ☐

Reference No.

10148402

OWNER INFORMATION (Type or Print)

Name

Address

City AMHERST

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

716-830-0383

Do you authorize NHTSA to conduct a review of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of your signature, this report is considered to be for address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date 2/16/2006

VEHICLE INFORMATION

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

KWBUN7230

Make

KIA

Model

SPORTS

Sportage

Model Year

2002

Date Purchased
20-NOV-02

Dealer's Name and Telephone Number
NORTH TOWN KIA

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
AMHERST

State
NY

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

063130 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Multiple Failure: 35

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-JAN-2006

Failure Mileage
30000

Failure Speed
0

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: 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 check all that apply: Crash(es), Failure(s), 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*: THE CONTACT STATED THE CHECK ENGINE LIGHT INTERMITTENTLY ILLUMINATES. THE VEHICLE WAS TAKEN TO THE LOCAL DEALERSHIP SEVERAL TIMES TO HAVE THE CHECK ENGINE MODULE RESET. THIS REMEDY WORKED FOR SEVERAL MONTHS AND THE LIGHT ILLUMINATES ONCE AGAIN. THE LOCAL DEALER HAS NOT DETERMINED THE PROBLEM WITH THE LIGHT. ALSO, THE GAS TANK HAD A LEAK IN THE GAS LINE. THE VEHICLE WAS TOWED TO THE LOCAL DEALERSHIP WHERE THEY REPLACED THE GAS LINE, HOWEVER A GAS ODOR STILL EXIST INSIDE THE VEHICLE

See Attached sheet

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 condensed summary thereof, may be used in support of the agency's action.



Friday, February 17, 2006

The engine light on my 2002 Kia Sportage is constantly coming on. I have been taking the vehicle back and fourth to the dealer (Northtown Kia, 3900 Sheridan Dr., Amherst, NY 14226) every since June 2005 with this problem. The dealership has worked on this problem and tried to repair it over and over again, but have not been successful. They have contacted the manufacture numerous times and the manufacture has sent out their service technician 3 times and still has not fixed the problem. They have no knowledge as to how to correct this problem, but they want me to live with it. Keep in mind that this vehicle is still under manufacture warranty and I have only 34,000 miles on the vehicle.

On Thursday 1/26/06 I took my vehicle to a NYS Inspection Station to have my vehicle inspected because the inspection was due to expire on 1/30/06. The engine light was on but I explained to the inspector that Kia Manufacturing Company technician says that I could continue to drive with the engine light on and that they are aware of the problem. The technician at the NYS Inspection shop said that the vehicle is not safe to pass the inspection and that they (Kia) were wrong. At this time I took my vehicle and was going to call the dealer and explain it to them. On Friday 2/3/06 I was driving my car when all of a sudden I heard a loud noise it sounded like a flat tire I tried to pull my vehicle over out of the road and it would not move. I phoned the dealer and they said to have the vehicle towed to them. When I arrived at the dealer I explained to them about the same problem, check engine light, the loud noise and about the inspection for the vehicle. They said that they would contact Kia first thing Monday.

On Monday 2/6/06 I spoke to the dealer and Kia Manufacturing Company and they said that they will stop the check engine from coming on and go ahead a just pass the NYS inspection. I was concerned about them just going on and giving me an inspection just so that I can drive the car, but they claim that that was not the reason. Again Kia sent up their service technician to go over the vehicle concerning the check engine light. I was told that the vehicle was repaired the check engine light was out and to pick up the vehicle that Friday 2/10/06. I picked up the vehicle that Friday and drove it over the weekend.

On Tuesday 2/14/06 the check engine light came back on again and I called the dealer and let them know. I brought the vehicle back in to them on Wednesday 2/15/06 so that they can see that it was back on. They went in and turned the light out and said that they will let Kia know. As I sit here writing this letter on today Friday 2/17/06 the check engine light is back on. No one can seem to help me resolve this problem with this vehicle that is still covered under warranty but not repaired. This can not be safe to drive and along with the engine light problem the vehicle when driven lets out a some kind of a gas smell or fumes odor. Please advise me as to how I can get some kind of help with this.

Respectfully,
