

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

**Subject:** FW: Case Escalation  
**Date:** Friday, November 19, 2010 10:00:11 AM  
**Importance:** High

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**From:** hotline-inquiries, NHTSA (NHTSA)  
**Sent:** Wednesday, November 17, 2010 11:44 AM  
**To:** Reid, Randy (NHTSA)  
**Subject:** FW: Case Escalation  
**Importance:** High

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**From:** NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]  
**Sent:** Wednesday, November 10, 2010 7:15 PM  
**To:** hotline-inquiries, NHTSA (NHTSA)  
**Subject:** Case Escalation  
**Importance:** High

**Notification of Case Escalation (All times are GMT-0500)**

**Project:** NHTSA Hotline Center  
**Case:** safety recall  
**Case Number:** 309065

**Escalation:** NHTSA      **Status:** Closed  
**Date:** 2010-11-10      **Time:** 19:15:50  
**Creation Date:** 2010-11-06      **Creation Time:** 09:47:23

**Description:**

*Entered on 11/10/2010 at 19:15:49 EST (GMT-0500) by BOL:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response,

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121410  
TGW

please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

*Entered on 11/06/2010 at 09:47:23 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:*

Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: safety recall

Comments: I submitted a concern about the fuel tank of my 2000 Kia sportage concern# 10362360. You sent me a response e-mail which I just opened. I also opened the other safety concerns from other 2000 Kia Sportage owners. I was shocked, all of the safety defects were life threatening. Consumers are put in the position of taking their lives (and the lives of others) in their hands driving a defective car on the highway to get to work. Or not go to work. Not everyone can just go out and buy a new car. especially when the Kia Sportage they own is worth nothing, because it has rusted down to the frame, and may break in half driving on the road. Or the Fuel Tank may rust all the way through and catch fire on the tail pipe. The Fuel Tank runs along the passenger side of the car the full length. not at the rear of the car much many other models. so if the Kia Sportage catches fire It will most likely be fatal. I am not sure how many people have to die before a recall is issued, it seems like an awful waste of human life. Kia said they issued a recall to placate NHTSA. but read your own complaints, Kia is not honoring the recall, charging owners extra for labor, and installing the exact same part that rusted out. Either Kia needs to resolve these issues, which on a rusted out frame there is no resolving, and replace defective parts with non-defective parts i.e. the fuel tank and shield. Obviously Kia only cares about the bottom line. Kia is making a fool out of the US consumer and the NHTSA. Just dont let them make a fool out of dead US consumers. Please NHTSA do your job

**Contact Information:**

Last Name: [REDACTED] First Name: [REDACTED]  
Email Address: [REDACTED] NHTSA ID: 258548  
ODI #: 10362360