

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUL 29 2011 20-JUN-2011		Repository ☐
						Reference No. 10407480
OWNER INFORMATION (Type or Print)						
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]			Evening Telephone Number			
City FRANKLIN	State KY	Zip Code [REDACTED]				
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDJB723815 [REDACTED]			Make KIA	Model SPORTAGE	Model Year 2001	
Date Purchased 2002	Dealer's Name and Telephone Number Budget Car & Truck Sales (502) 425-1234			Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City Louisville	State Ky.	Zip Code 40222			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 30-MAY-2000		
	☐ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage	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: DOTM49ABC036)		☐ 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						
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>						
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).						
TL*THE CONTACT OWNS A 2001 KIA SPORTAGE. THE CONTACT STATED THE VEHICLE WAS PARKED WHEN SHE SMELLED A STRONG FUEL ODOR. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE CONTACT WAS INFORMED THAT THE EXTERIOR OF THE FUEL TANK WAS WET BECAUSE THERE WAS A FUEL LEAK. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED WITHIN A FEW MONTHS. THE FAILURE MILEAGE WAS UNKNOWN.						
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.						

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I noticed a gas smell coming from my Kia for a length of time but did not know where the source was coming from. It was when my daughter borrowed my Kia and she put the wrong key into my ignition breaking it off. At that point I had a local mechanic to check where the odor was coming from. He said that my fuel tank was wet on the exterior and had some leaks. He said I needed a new fuel tank but I could not afford it. He then cleaned and repaired the leaks. The odor went away for the most part for about 2 months. After that the weather had gotten really hot outside and the odor was so strong that people were from a distance of my Kia and could smell this odor and made comments to me about this. → A note attached to the back of this page.

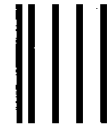
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



It was then that I had my brother look on the internet for used fuel tanks. He then noticed recalls for the exact problem I was having. I then took my Kia to a Kia dealer (Brian Finn) he said you could not believe everything on the internet. At first he said mine was not on recall but I knew I had no choice but to have this fuel tank replaced with a new one because I would run into the same problem. I borrowed money from a cash check advance company to get this done. Brian then told me it was on recall but my Kia was over in mileage. I don't expect a refund according to Kia but I do hope that you can save lives by doing more investigations. This is not the consumers fault and is a fault of Kia in the design of the tank. It should not matter the year or mileage of the vehicle. Thank you so much for your concern and addressing this matter.



CUSTOMER #: SHAW

2741



INVOICE

2211 Scottsville Road
Bowling Green, Kentucky 42104
Phone: 270-846-0606
Fax: 270-796-8910
www.MartinKia.com

FRANKLIN, KY

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2461 BRIAN FINN

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	01	KIA SPORTAGE		KNDJB723815			155604/155604		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO. NO.	RATE	PAYMENT	INV. DATE	
01JAN01 DD			18:00 22JUN11				CASH	28JUN11	
R.O. OPENED		READY		OPTIONS: ENG:2.0 Liter DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THERE IS A FUEL SMELL COMING FROM VEHICLE, HAD FUEL TANK REPAIRED RECENTLY							
300	FUEL AND ENGINE ELECTRICAL SYSTEM						
	2441 CPC 2.50					221.45	221.45
1	0K018-42110D TANK ASSY-FUEL				197.40	197.40	197.40
MISC FUEL CHARGE AND CHARGE FOR SCREWS FOR FUEL PUMP (RUSTED)							
	CPC					29.04	29.04

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							17.72

LIMITED LABOR WARRANTY: The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system--when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability," negligence or otherwise.

SHOP SUPPLIES: *ENVIRONMENTAL FEE: a small charge is included for supplies used on your Vehicle. These items are EPA approved; aerosols, solvents, cleaning cloths, sealers, silicone treatments, etc., and waste disposal, 8% or max. of \$25.00.

CUSTOMER SIGNATURE X

WE THANK YOU!

DESCRIPTION	TOTALS
LABOR AMOUNT	221.45
PARTS AMOUNT	197.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	46.76
TOTAL CHARGES	465.61
LESS INSURANCE	0.00
SALES TAX	12.90
PLEASE PAY THIS AMOUNT	478.51



GROUP
Fuel

MODEL
Sportage (1997-2000)

NUMBER
014

DATE
January 2008

TECHNICAL SERVICE BULLETIN

SUBJECT:

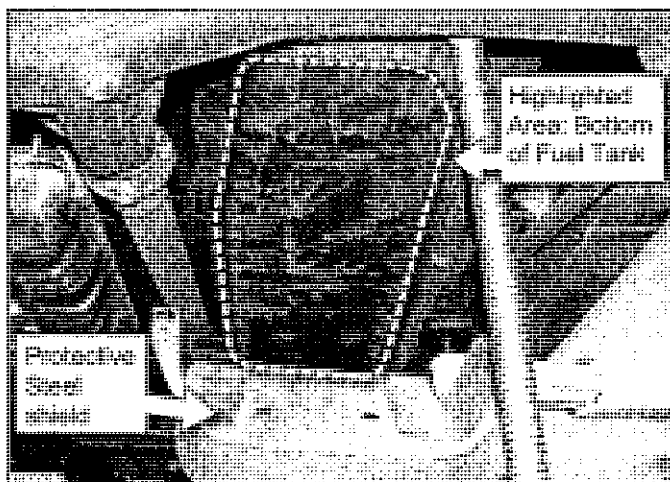
FUEL TANK REPLACEMENT UNDER REPAIR BENEFIT PROGRAM

This bulletin provides information related to a "Repair Benefit" to replace the fuel tanks in certain 1997-2000 Sportages that have leakage from the bottom of the tank due to road salt corrosion. This benefit applies to 1997-2000 Sportages that experience the above condition within 10 years the vehicle was originally placed in service or 130,000 miles, whichever occurs first. Owners of 1997-2000 Sportages currently registered in 21 states that are known to use heavy road salt on an ongoing basis are being notified to bring their vehicle to a Kia dealer for replacement of the fuel tank if leakage as described above is present. The 21 states include: CT, DC, DE, IA, IL, IN, MA, MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV. The dealer will replace the fuel tank and related parts as required per TSB guidelines.

***NOTICE**

A "Repair Benefit" is a program with customer notification that is performed within a specific set of parameters as outlined above. This is not a general warranty extension for the fuel tank or related parts, nor is it a recall.

VIN inquiry data for this repair is provided for tracking purposes only from the Campaign Inquiry Screen, located within the Warranty Coverage Validation Inquiry section of the Dealer Communications System (DCS). On that screen, this Repair Benefit will display as "RB001".



Bottom of fuel tank shown

File Under: Fuel

Circulate To: ☒ General Manager ☒ Service Manager ☒ Parts Manager
☒ Service Advisor(s) ☒ Technician(s) ☒ Body Shop Manager ☒ Fleet Repair

SUBJECT

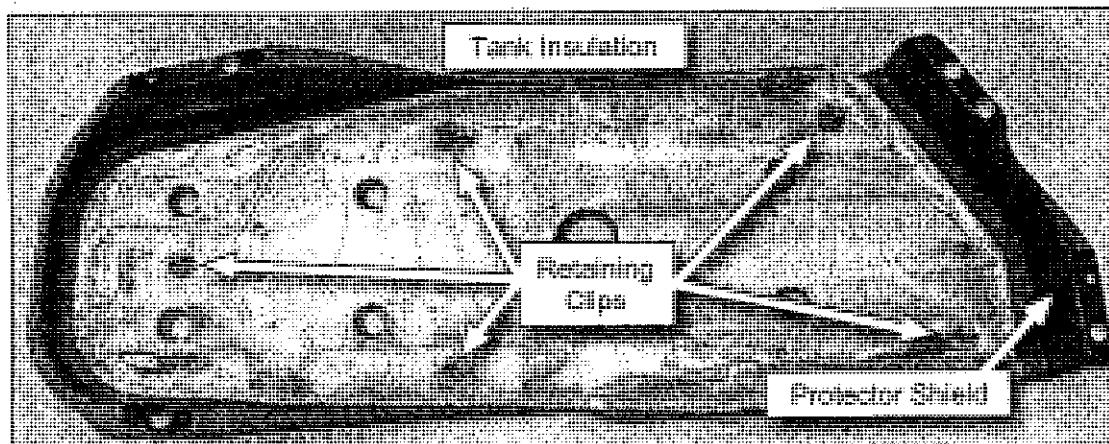
FUEL TANK REPLACEMENT UNDER REPAIR BENEFIT PROGRAM

⚠ DANGER

Fuel vapors are flammable. Death or serious injury can result if they are ignited. Make sure there are no open flames or smoking in the area of the repair. Adequate ventilation is necessary to prevent a build-up of fumes which could ignite, causing fire or explosion.

Repair and Inspection:

1. Raise and safely support the vehicle.
2. Verify that the fuel tank is leaking fuel due to corrosion of the bottom of the fuel tank before proceeding to replacement.
3. Lower the steel fuel tank shield. If equipped, discard insulation between the fuel tank and the protector shield. Bend down or grind off the retaining clips from the steel protector shield. Ensure that no contact will exist between the protector plate retaining clip and the fuel tank.



***NOTICE**

Failure to perform the leak verification may result in warranty chargeback if no leaks are found on the bottom surface of the fuel tank during later validation.

Fuel leakage from another location or for a different reason other than bottom tank corrosion is NOT covered by this Repair Benefit.

4. If no fuel leaks are found, re-install steel shield. No further action is required.
5. If fuel leak due to corrosion on the bottom of the fuel tank is confirmed, replace the Fuel Tank using the applicable electronic service information (KGIS) and torque specifications.

SUBJECT:**RECALL NOTICE - REPLACEMENT UNDER REPAIR BENEFIT PROGRAM****AFFECTED PRODUCTION RANGE:**

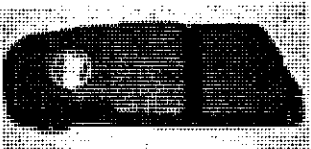
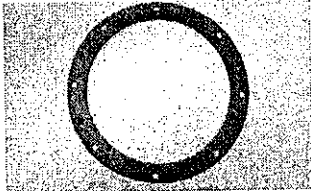
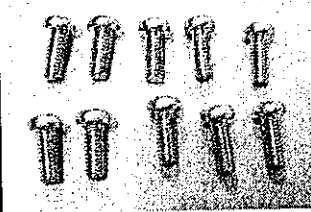
Select 1997 – 2000 MY Sportage models, under 10 years and 130,000 miles

PARTS INFORMATION:

Model Year	P/N	Part Name
1997~2000 (All~5/22/2000) 4-door vehicles	0K018 42110D	Fuel Tank
1999~2000 (All ~ 5/22/2000) 2-Door Vehicles	0K011 42110C	
1997~2000*	0K01A 13C04FFF	Bolt and Gasket Kit

***All repairs will require a Bolt and Gasket Kit.**

KIT CONFIGURATION:

Part No.	Part Name	Figure	Quantity
See Chart	Fuel Tank		1 ea.
0K01A 13C04FFF	Fuel Pump Packing		1 ea.
	Fuel pump cover plate mounting screw		10 ea.
	Fuel pressure sensor mounting nut		2 ea.

SUBJECT:

**CAUTION****DURING REPLACEMENT:**

1. Fuel pump should be swapped from OE tank. Be sure to replace the fuel pump packing and the fuel pump cover plate mounting screws from the kit.
2. If the fuel pump assembly is rusted or corroded beyond usage, replace if necessary. In this case, reuse the fuel sender and the fuel pressure sensor which are assembled with the fuel pump assembly.
3. Refer to the table below for interchangeability between fuel pump and fuel sender.

PART INTERCHANGEABILITY INFORMATION:

Model	Parts Combination		Production Date Range
	Fuel Pump	Fuel Sending Unit	
4 Door	0K01D 1335Z	Q0K019 60960D	Job#1 ~ 2/7/1999
	0K01D 1335ZA	Q0K019 60960E	2/8/1999 ~ 5/16/2000
2 Door	0K01D 1335Z	Q0K012 60960D	Job#1 ~ 2/7/1999
	0K01D 1335ZA	Q0K012 60960E	2/8/1999 ~ 9/30/2000

WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty	Cond Code	Cause Code	Repair Description	Labor Op Code	Time	Related P/N		Qty
V	0K018 42110C	0	N89	C05	Fuel Tank Inspection	080001R0	0.3	N/A		0
V	0K018 42110C	0	N89	C05	Fuel Tank Inspection & Replacement	080001R1*	0.9	4DR	0K018 42110D	1
									0K01A 13C04FFF	1
V	0K018 42110C	0	N89	C05	Fuel Tank Inspection & Replacement	080001R1*	0.9	2DR	0K011 42110C	1
									0K01A 13C04FFF	1

*Includes inspection

**NOTICE**

This is NOT a general warranty extension for the fuel tank or related parts, nor is it a recall.

However, for tracking purposes, eligible VIN's will be identified in the "Campaign List by VIN" inquiry within the Warranty Coverage Validation system of the Kia Dealer Communication System. On that screen, this Repair Benefit will display as "RB001".

FRANKLIN KY

DRIVERS NAME: 1/ TRUCK NUMBER: BRANCH:

CREDIT CARD NO: NA MONTH/YEAR 12/1901

[illegible]

PLEASE COMPLETE ALL INFORMATION INCLUDING HEADER.

*****PLEASE TURN IN ALL LOGS BY THE 3RD WORKING DAY OF EACH MONTH*****



To: US Department of Transportation
National Highway Traffic Safety Administration