



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
OCT 18 2011
12-SEP-2011

Repository
Reference No.
10424729

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CHICAGO State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNDJB7230Y5 [REDACTED]
Make KIA Model SPORTAGE Model Year 2000
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 12-JUL-2011
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE Failure Mileage 130000 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: DOTMAL9ABC036) Original Equipment Failure Location:
 Prior Repair
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).

TL* THE CONTACT OWNS A 2000 KIA SPORTAGE. THE CONTACT SMELLED A GASOLINE ODOR AND THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE MECHANIC ADVISED HER THAT THERE WERE HOLES IN HER FUEL TANK AND THAT IT NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED AND OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS APPROXIMATELY 130,000.

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 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)

The Fuel pump is leaking gas, I went on fire
and it stated it was a recall on my vehicle I took
to a Kia dealership and they said they had to fix it for
me for free. After my vehicle was there for several hours
they stated I was over my mileage or warranty and
I never knew a recall had anything to do with that.
I am on disability its hard for me to get it fixed
and this could be very dangerous it seems like that
would have been taken into consideration I need help with this

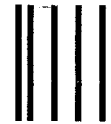
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

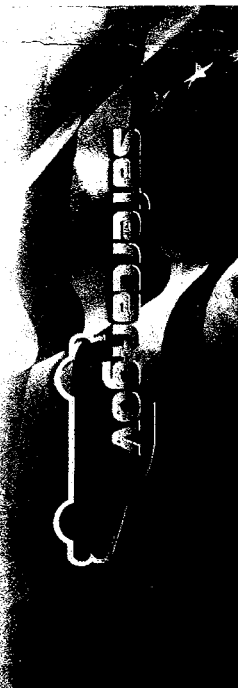
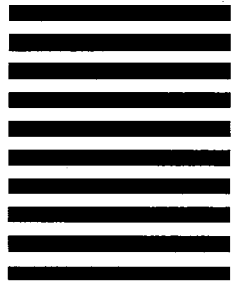


**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

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

CUSTOMER #: 11623

104575



Evergreen Motors
9205 S. Western Ave.
Chicago, IL 60643
Phone (773) 779-4281
Fax (773) 779-4386

INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 45 WILLIAM J GIBBS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	00	KIA SPORTAGE	KNDJB7230Y9	[REDACTED]	136908/136908	T242
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. DATE	PAYMENT	INV. DATE
01JAN00 DD			18:00 11AUG11		119.00 CASH	11AUG11
R.O. OPENED	READY	OPTIONS: DLR:IL040 ENG:2.0_Liter_DOHC				
11AUG11	11AUG11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A FUEL TANK CORROSION
 RB001 VEHICLE NEEDS FUEL TANK
 REPLACEMENT/PUMP/PRESSURE SENSOR/SENDING
 UNIT 1600.00 PLUS TAX
 43 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

 B RECALL SC017 SPORTAGE OWNERS MANUAL (001058A0 0.2 P/N UP000-PS-013 N99/C99)
 CAUSE: PER RECALL
 001058A0 COMPLETED RECALL SC017 APPLY STICKER.
 43 WK (N/C)
 1 UP010-PS013LB LABEL-SPG OWNERS MNL (N/C)
 FC:
 PART#: UP010-PS013LB
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

 C RECALL SC039 * FRONT SEAT BELT BUCKLE REPLACEMENT * SEPHIA 04S018R0
 0.3 SPORTAGE 04S018R1 0.3 N99/C99 PART # 0K2A1-5768096 OR 0K01F-57712K96)
 CAUSE: PER RECALL
 04S018R1 COMPLETED RECALL SC039 COMPLETED RECALL FOR SPORTAGE
 43 WK (N/C)
 1 Q0K07-A5771296R BELT-A, FRT, LH (N/C)
 FC:
 PART#: Q0K07-A5771296R
 COUNT: 1

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE