

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received MAR 20 2013 31-DEC-2012		Repository ☐ Reference No. 10490553	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
WARNINSTER	PA				
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		Make	Model	Model Year	
KNDJA723025		KIA	SPORTAGE	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2/25/02	GATEWAY KIA 215-491-1400		No: Cylinders	Regular unleaded	
Original Owner	Dealer's City	State	Zip Code		
☒	WARRINGTON	PA	18976		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control		YES	4/28/12 -01-DEC-2009 03-JAN-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	Failure Speed
				21000	
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: DOTM19ABC036)	☐ 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 0	Number of Deaths 0	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 2002 KIA SPORTAGE 4X4. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE THE ODOR OF GASOLINE WAS EMITTED FROM THE VENTS. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS WHERE THEY ADVISED HER THAT THE O-RINGS FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED FOR THE O-RINGS. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 21,000. THE CURRENT MILEAGE WAS APPROXIMATELY 39,000.					
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 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.					

GATEWAY KIA
 1425 EASTON ROAD
 WARRINGTON, PA 18976
 (215) 491-1400 FAX (215) 491-6271
 www.gatewaykia.com

91668

WARMINSTER		PA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				KNDJA723025		29605	01/03/09	91668
		YEAR	MAKE	MODEL	COLOR	TAG NO.		
		02	KIA	SPORTAGE	BLACK	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. REV.	TERMS	
				K1138	01/14/02	Q01 5745	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
	02/25/02	35	29602	01/03/09	00/00/00			

THANK YOU FOR YOUR BUSINESS
 HOURS MON-SAT 8:00 TO 5:00

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A CUSTOMER STATES CHECK STRONG FUEL ODOR THROUGH VENTS--MOSTLY WHEN COLD AND ON 1ST START VERIFIED CONCERN-REMOVED UPPER INTAKE FOR ACCESS TO REPLACED ROTTED AND CRACKED FUEL INJECTOR HOSES AND ORINGS						
			A53 2074		C	302.95
	OK013	13996A	HOSE1-AIR SHRO	2	C	15.38
	OK013	13997A	HOSE2-AIR SHRO	2	C	15.38
	OK01D	13252	RING-O	4	C	27.40
	OK2A5	13253	RING-O	4	C	27.40
	K9934	50810	FUEL-HOSE	1	C	16.85
Line Total.....						407.26

B PENNSYLVANIA STATE INSPECTION
FRONT BRAKES-7 REAR BRAKES-3 TIRES-9/32
AI91689269
PERFORMED STATE INSPECTION
 . 05 A53 2074

Line Total.....

C EMISSION INSPECTION
IM91421598
EXEMPT
PERFORMED EMISSION INSPECTION

CUSTOMER COPY - PAGE 01

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. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE
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GATEWAY KIA
1425 EASTON ROAD
WARRINGTON, PA 18976

(215) 491-1400 FAX (215) 491-6271
www.gatewaykia.com

[REDACTED] WARMINSTER PA [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE	DATE	INVOICE NO.
		KNDJA723025		39085	12/31/12	31150
YEAR	MAKE	MODEL	COLOR	TAG NO.		
02	KIA	SPORTAGE	BLACK	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	TERMS
	[REDACTED]	[REDACTED]	[REDACTED]	K1138	01/14/02	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/25/02	35	39077	12/31/12	00/00/00	NO EMAIL

THANK YOU FOR YOUR BUSINESS
HOURS MON-SAT 8:00 TO 5:00

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	Customer States VEHICLE SMELLS LIKE GAS INSIDE THE CAR. CUSTOMER HAD THE SAME PROBLEM ABOUT 4 YEARS AGO AND IT WAS REPAIRED BY US.					
Cau	CHECKED FUEL LINES-EMISSIONS SYSTEM, FOUND INJECTOR BYPASS TUBE ON #4 CYLINDER NOT SEATED PROPERLY TO FUEL INJECTOR-ALLOWING POSSIBLE LEAKS OF					
Cor	F FUEL VAPOR AND OR RAW FUEL-ATTACHED FUEL INJECTOR BYPASS TUBE ON #4 CYLINDER					
			A61		C	105.95
				Line Total.....		105.95

B						
Com	OUR SERVICE CONSULTANT HAS PERFORMED A VEHICLE WALK AROUND INSPECTION. PERFORMED KIA MULTI POINT INSPECTION					
Cau	FRT BRAKES-	REAR BRAKES-	TIRES-			
Cor	DID PERFORM					
	01		A61			
				Line Total.....		

CUSTOMER COPY - PAGE 01

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STATEMENT OF DISCLAIMER
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On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the customer 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 all parts from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

GATEWAY KIA
1425 EASTON ROAD
WARRINGTON, PA 18976
(215) 491-1400 FAX (215) 491-6271
www.gatewaykia.com

31150

 WARMINSTER PA 				VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				KNDJA723025		39085	12/31/12	31150
YEAR		MAKE	MODEL	COLOR	TAG NO.			
02		KIA	SPORTAGE	BLACK	00000			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SHOW #	TERMS	
				K1138	01/14/02	A39	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
	02/25/02	35	39077	12/31/12	00/00/00	NO EMPLE		

THANK YOU FOR YOUR BUSINESS
HOURS MON-SAT 8:00 TO 5:00

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
				Labor		103.95
				Sales Tax		6.36
				TOTAL-CUST-CASH		112.31

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On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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 11 year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Work Order - Customer Copy - Page 1

WARMINSTER
982 STREET RD
982 STREET RD
WARMINSTER, PA 18974
(215) 328-9520

Service Manager: BRIAN STEWART

TRACKING ID# *	
Store ID #	Service Work Order #
0380	2080589

Name:		Year:	2002	Date:	2012-04-28
Address:		Make:	KIA TRUCK	Entered By:	JULIO MEIR NO
City:	WARMINSTER	Model:	SPORTAGE	Time In:	08:14:51
State:	PA	Engine:	4-1999 2.0L DOHC	Date/Time Promised:	2012-04-28 10:00:00
Zip:		Vin No.:		Old Parts Returned:	no
Home Phone:		License No.:			
Contact Phone:		Mileage In / Out:	37000 /		
		Color:	black		
		Storage Charges: If your car remains in our possession longer than 3 days, a fee will be assessed for each day after the 3rd day. Storage charges will begin at the rate of \$10.00 per day.		APRIL 28-2012	

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO SERVICE THE VEHICLE FOR UNLIMITED MILEAGE. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS, THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time
	7.17	89.99	102.99	2012-04-28 08:16:55

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

() IN PERSON () PHONE

SIGNED

DATE

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
LB		ENGINE LIGHT "OFF"/RUNS POOR DIAGNOSTIC	N				1		89.99	89.99
OT		Shop Fee	N				1		7.17	7.17
*** SKU 4120 represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies										

Parts: 0.00 Labor: 89.99 Other: 7.17 Tax: 5.83 Total: 102.99

Code Descriptions

N: New

I ALSO TOOK it TO PEP BOYS FOR GAS smell in the car. Did diagnostic ~~test~~ test. Said they found NO GAS LEAK. STILL smelled LIKE GAS Two weeks LATER GAS smell comes And goes. This is A SAFtey HAZARD if someone smoking in the car. OR Fumes CAN give you Health problems. (I HAVE ASTHMA) its A seriousE problem. I know my car is NOT the only one! CAR Dealer ship SAID

They know of these problems. (GAS smell) So why didn't
the MANUFACTURE let people like me who owns
one of there CARS know about the problem
with the GAS smell? And Fix it FOR FREE instead
of me having to put more money into this CAR.

Thank you



2/16/13

AS OF TODAY JAN 16-2013.

STILL HAVE the problem
ON AND OFF GAS smell
inside CAR through vents.