

FEB 20 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 13-JAN-2014		Repository ☐ Reference No. 10559564	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City WELLINGTON WALLINGTON		State NJ	Zip Code		
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 KNDJA7238X5		Make KIA	Model SPORTAGE	Model Year 1999	
Date Purchased 11/28/13	Dealer's Name and Telephone Number From LIGIA Halvorsen 201 316-2277		Engine: No: Cylinders 4	Fuel Type: lead Free	
Original Owner ☐ Not	Dealer's City Known		State	Zip Code	
Transmission Type standard 4 wheel drive	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 wheel drive	Multiple Failure: Stalling consistently		Incident Date(s) 02-JAN-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage 168390	Failure Speed 15
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 1999 KIA SPORTAGE. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THE ENGINE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER BUT THEY DID NOT INSPECT THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 168,390. <i>The failure is consistent. Stalling is a terrible problem. I called the KIA 1-800-333-4542. I was told there were 3 recalls on the 1999 KIA Sportage. This "Angel" said, "Oh, I'm sorry - there are 2 recalls. Proceeded to add there is only one recall on your vehicle." I have the EXACT same stalling problem that is described on the "We Make it Safer" website & require the EXACT same procedure to fix it. Called Flete Ford + KIA in Clifton NJ. On the app. day + time 1/06/7:45 am we left here @ 7:20 am, in plenty of time to be on time. We encountered a traffic jam - in which the car stalled @ least 15x's. Everytime we moved up to merge! Duh! Upon slowing down the car stalls every single time.</i>					
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.					

I Am going to TRY to send two (2) pages of additional information.

On our way to the appointed place & time: Fette Ford & KIA @ 7:45 am. We encountered a traffic jam (we left here @ 7:20 am, plenty of time to arrive @ Fette Ford - KIA @ 7:45 am). Every single time we inched up in traffic, getting up to 10 MPH - upon slowing down to stop my vehicle - it stalled at least 15x's w/o EXAGGERATION. At least 15 times - keeping in mind the fact that even since I bought the vehicle on 11/28/13 it stalled from the first time I drove it, which was only about 2-3 blocks & it stalled at least 3 times, more likely 4.

We didn't arrive to Fette KIA until a little before or after 9:00 am. Upon entering the establishment we spoke with a man Tom TRIMONT - who absolutely refused to address the stalling problem. First he stated that my vehicle was NOT included in the recall; After which he stated (after us telling him the stalling on the way there) "that has already been fixed 13 years ago - thereby contradicting himself. We weren't insistent or "pushy", and he proceeded to tell the technician to go ahead & fix the front driver and passenger side seat belts. The problem is still happening to this day. I am a disabled person, and need to have access to my vehicle at all times. I am - DO NOT FEEL safe driving this vehicle in it's present condition.

We have spoken w/a mechanic who described the EXACT same way, as is mentioned in the recall notice on "WE MAKE it Safer" website.

After returning back to Washington we stopped @ a few auto mechanic repair places. The best we could do was to get an appt for the following day @ 9:00 am at S+S Shell, where our friend, [REDACTED] was to meet us there @ 9:00 am. [REDACTED] received a phone call from S+S Auto, with the man who called him said, "where are you". [REDACTED] told him that we had an appt at 9:00 am (not 8:00 am). [REDACTED] had advised them to solder the wires together, which is EXACTLY what they did, not being told about the spring clamps the connectors, and the wires, which did BOTHER ME, because he [REDACTED] did not instruct them to fix it in the proper manner, and me not having any idea what so ever how much that would cost, [REDACTED] went ahead and told them to solder the wires together - which cost me \$48.00, and the

1. 1921 1922 1923 1924 1925 1926 1927 1928 1929 1930 1931 1932 1933 1934 1935 1936 1937 1938 1939 1940 1941 1942 1943 1944 1945 1946 1947 1948 1949 1950 1951 1952 1953 1954 1955 1956 1957 1958 1959 1960 1961 1962 1963 1964 1965 1966 1967 1968 1969 1970 1971 1972 1973 1974 1975 1976 1977 1978 1979 1980 1981 1982 1983 1984 1985 1986 1987 1988 1989 1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329

problem is still Exactly the same.

I forgot to mention that when we were at KIA Ford - KIA, Tom the monk told us it would

P.3 of 3

Cont'd from
questionnaire Ref Number
10559564

problem is still EXACTLY the SAME.

I forgot to mention that when we were at FETTE FORD - KIA Tom Trimont told us that it would cost \$125.00 to run a diagnostic test on my vehicle, and would cost MORE to fix the problem. Of course, that was out of the question, for I could not afford, NOR did I expect to have to pay anything at all.

I am going through all of this writing & fill, and I don't even know if I will be able to send these papers, except for the ORIGINAL QUESTIONNAIRE (copy of). If I cannot I will have to mail them to you, as told me this morning when I called the hotline number, the man was very helpful & told me that I could send them in the mail. The reference number for THAT call is: 601117 (601117).

So, I hope I didn't leave anything else, which I forgot to mention. I have sent a couple of email to dataquality@dot.gov already, but I want to send you everything that you Requested.

Thanking you In Advance for your attention and hopefully a resolution to this ongoing issue, which has been on my mind, since I called the KIA phone number 1-800-333-4542 on January 2nd, 2014.

Thank you so very much, I Really appreciate your assistance and I just hope that I didn't take too long — please, there are many reasons it has taken me this long to email you. I have been trying since I first received your email, which I had a very hard (DIFFICULT TIME) trying to fill out the questionnaire since I first received it. And it has been on my mind, and asking friends what I could do — as you can see I am new to the computer, thought I knew how to send an email, with an attachment, which obviously I did not. I truly apologize for the delay ... just hoping I can make these 2 pieces of loose-leaf paper pages into files and attachments.

Although I was told I could mail this via

the USPS... I thought it might have been too late to send and I DID try to send this questionnaire back, but could not send the attachments.

Now the problem is to the point that every time I start up the KIA Spottage - it stalls & Starts

Please Help me, and I want to thank you in Advance for your HELP and ATTENTION to this matter

Sincerely,

[REDACTED]
WALLINGTON NT [REDACTED]

[REDACTED]
WALLINGTON NT [REDACTED]

I will now be mailing this via the NPS.

I have just called
1-888-327-4236
to find out the EXACT
ADDRESS to mail this to
NHTSA

Reference # 603635

Thank You So Very Much
[REDACTED]

Please I have been having many problems with my Computer and I have been trying to send this email, so you would receive this promptly.

Wallington, NJ

NNJ METRO P&DC 076

11 FEB 2014 PM 1 T



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington DC 20590

Reference No.
★ 10559564 ★

