



NSA-10.01/gmh
Ref. #550661

APR 25 2000

Thank you for your correspondence which was received February 2, 2000, concerning your 1999 Kia Sephia. We regret any inconvenience our delay in responding to your correspondence may have caused.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects or in noncompliance with a Federal Motor Vehicle Safety Standard in their design, construction, or performance. In order for the agency to initiate a safety defect or noncompliance investigation, sufficient data must exist to warrant the expenditure of the agency's limited resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. We are sorry, but we cannot assist you in this matter. If you have not done so, we suggest you contact your local Consumer Protection Agency, Better Business Bureau, and the Office of the Attorney General in your state regarding your problem(s) and your rights under the Lemon Law of your state. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your request.

You may contact our toll-free DOT Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) and our contact representatives may be able to assist you on matters concerning vehicle safety defect recalls or to obtain safety information. If our telephones are busy, or during non working hours, you may leave your telephone number and subject on our recording system. A contact representative will return your call.

Additionally, we have an Internet Web Site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire form is available on this site at <http://www.nhtsa.gov/ivoq>. This form is for vehicle owners to report safety-related complaints about their motor vehicle and motor vehicle equipment. The reports submitted are electronically added to our complaint file and are used to identify safety-related defect trends that require our attention. Summary listings of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can also be obtained at this site at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance

Enclosure (s)

POSTED ^{NSA Recall}

QC'd

RECEIVED

00 FEB -2 PM 8:05

OFFICE
DEFECTS INVESTIGATION

99V-318
MP
fax copy
Jr

January 7, 2000

Administrator, National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

550661

To Whom It May Concern,

Hello, My name is [redacted] and recently my Fiancé and I bought a 1999 Kia Sephia. From the Coral Springs Auto Mall in Pompano Florida. Unfortunately, we are completely unhappy with this purchase. At the time of purchase my father, who is an extremely skilled mechanic was away on a long business trip and my current car at the time was giving me many problems, I desperately needed a new car, so without my father there with me I made a rash decision. The car has problems and it is not safe. I drive to work and to school, and to get to those two places I have to drive through some very rough neighborhoods and I fear that the car will break down in one of these neighborhoods. On several occasions the car has not started as well. I have since received two letters recalling the car for problems that could cause death. As you may imagine my family and I are not comfortable with these statements. I would like very much to be free of this lease and get a different car. I would be more than happy to lease another car from the same dealership and most likely from the same financial institution, Primus. I do not believe there should be any problems with this request, as my father would like to see me in a car that has a great consumer report such as a Honda or Nissan. Please help me to remedy this situation as I am now afraid to drive the car and I am receiving rides from friends.

I did call the dealership and spoke with the gentleman who leased me the car; he was very nice but told me it will be impossible to break the lease unless I am willing to lose a lot of money. No one is willing to lose a lot of money.

Please contact me at [redacted] Home or [redacted] Work. Your help would be greatly appreciated.

Thank You,

[redacted]

[redacted]

EXECUTIVE SECRETARIAT
2000 JAN 27 P 3 44
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

Vehicle Identification # KNAFB1Z19X5797617



Copy

December 23, 1999

Kia Motors America, Inc.
P.O. Box 52410
Irvine, California 92619-2410

Dear Kia Sephia Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors America, Inc. has determined that a defect relating to motor vehicle safety exists in 1998 and 1999 Sephia models. Poor connections may exist in the fuel pump circuit which could cause the fuel pump to stop operating. If the fuel pump stops operating, the engine will stall, which could result in an accident. Such an accident could cause injury or death to occupants of your vehicle or others.

To eliminate this risk, we will repair the affected connections at no cost to you as soon as your vehicle is brought to your Kia dealership. This repair will take less than two hours of your time. To ensure that the work is done efficiently and with the least amount of inconvenience to you, we ask that you promptly call your Kia dealer to schedule a service appointment.

If your dealer does not respond to your request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. If you still are not satisfied that we have remedied this situation, without charge and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-800-424-9393 (District of Columbia residents call 202-366-0123).

We apologize for any inconvenience this situation may cause you. However, we have taken this action in the interest of your safety. Thank you for your anticipated cooperation in having these repairs accomplished.

Sincerely,

Consumer Affairs Department

 PLEASE RETAIN FOR YOUR RECORDS

*P.S.
I also have another letter like this pertaining to a windshield
wiper problem.*