



**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

Date Received

RECEIVED

01 JUN 19 PM 1:41

Ord or

QC'd

Reference No

OFFICE DEFECTS INVEST

561698

Continuing Telephone Number

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
 Street: [Redacted]  
 City: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/20/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) **KND0JA7237X5588560** Make **KIA** Model **Sportage 4x4** Year **99**

Purchased Date **00** Dealer's Name **Falores Ford Lincoln-Merc-TSU 20 Inc** Engine Size (CID/COIL)  Turbo  Diesel  Gas  Fuel Injection

New  Used Dealer's City **Capital Cross 1050** State **GA** Zip Code **30136** No. Cylinders **4**

Manufacture Date (on driver's door or pillar) **7-20-98** Transmission Type  Manual  Automatic Restraint System  Driverside Air Bag  Motorized  Passengerside Air Bag  2-Point Belt  3-Point Belt Cruise Control  Yes  No Drivetrain  Front  Rear  4-Wheel Vehicle Type  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

FAILED COMPONENT(S)/PART(S) INFORMATION

TICKING NOISE Part Name(s) **AIR LEAKS - TRANS MISSION HARD TO SHIFT HEAT GUNNO @ SHIFTER COMMA LOOSE - LOUD NOISE @ SHIFTER** Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement Handicap Adaptive Equip  Yes  No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand \_\_\_\_\_ Tire Name \_\_\_\_\_ Complete Tire Size \_\_\_\_\_

No. of Failures \_\_\_\_\_ Date(s) of Failure(s) \_\_\_\_\_ Mileage at Failure(s) \_\_\_\_\_ Vehicle Speed at Failure(s): \_\_\_\_\_ Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash  Yes  No Fire  Yes  No Number of Persons Injured **0** Number of Fatalities **0** Reported to Manufacturer  Yes  No **Rebecca 1-800-333-4542**

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).  
~~After~~ Morning start loud waterpump type noise after car warms  
 loud noise QUIETS DOWN & A TICKING Lifter noise is there  
 Dealer FIRST said it was END play in the CRANK then the water  
 pump then is the AIRPUMP then they replaced the  
 VALVE SHIMS (GUIDES) but put the old VALVES IN - I've been  
 told that the Hydratics are BLEEDING down and that IS the tick  
 noise. also on the Recall KIA FR Gilroy CA did it then KIA  
 IN SAN JOSE ALAMOGON KIA said the other place did Recall correct

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

And had to redo the recall work. I have all the work orders to support this.

If I knew the Kia had recall problems I would have bought the car. I would think the selling dealer would have to check for recall issues before the car is sold. I had the car in the same shop numerous times for the same problems i.e. ticking noise they say they can't hear it! If you call me you could easily hear it cause the problem!

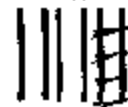
I've contacted Kia 1-800-333-4542 but they say they really don't have much power to make the dealer do the work right & not have selective hearing.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE OWNER'S QUESTIONNAIRE (VOQ)**

**DOT AUTO SAFETY HOTLINE**

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COMPLETE THIS FORM  
OR

**DASH 2 DOT**

and dial toll free at

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