

784500

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 2/11/00 1:57PM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com


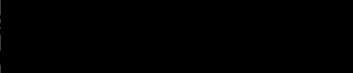
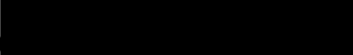
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SUBMISSION DATE: Friday, February 11th 2000 at 1:56:08 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME: 
ADDRESS: 
Sp
TELEPHONE: 

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: KNDJA7237X5599932

MAKE: Kia

MODEL: Sportage

YEAR: 1999

ODOMETER: 8700

PURCHASE DATE: NEW OR USED:

DEALER NAME: Cherner Automotive

ADDRESS: Vienna, VA 22182

ENGINE SIZE: 2 L

CYLINDERS: 4

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Hatch Back

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: 4WD Transfer Case
PART NAME(S):
LOCATION:
NUMBER OF FAILURES: 1
DATE(S) OF FAILURES: 2 February, 2000
MILEAGE AT FAILURE(S): ~8700
SPEED AT FAILURE(S): ~25 mph
MANUFATURER CONTACTED: Yes
NHTSA CONTACTED:

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
FIRE:
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:
REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

We had taken the vehicle in for a number of warranty repairs and for replacement of the front hub seals which had been recalled. My wife and I both believed from years of driving experience that something was awry in the drive train/clutch/transmission. The sounds and behavior of the vehicle were disturbing to us, and we asked that it be checked while the other items (hub seals, stereo tape player, rear windshield washer, driver's side window and door, fuse box cover) were being repaired. The dealer's service folks said there was no malfunction or problem in the clutch or transmission or anything else in that part of the vehicle. On the way home from the shop the gears in the trans case broke, shattered, and cracked the case housing, resulting in a complete lockdown of the drive train, bringing the vehicle to a screeching halt. By only one mile we missed having this happen at Interstate speed on Washington's Capitol Beltway. Because we were on another road at much lower speed this did not create a huge and potential harmful or fatal pileup. We consider this to be a serious safety issue in need of immediate review.

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 258

Date Received

25-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

744500

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4HS28Y2WF224652	DODGE TRUCK	DURANGO	1998	

Purchase Date 01-SEP-1998	Dealer's Name _____	Engine Size (CID/CC/L 5.2L 3	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 24-MAR-2001 22031 Mileage at Failure(s) 68	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SERVICE MANAGER LOOKED AT THE DIP STICK SMEARED HIS FINGER INSIDE AND SAID SLUDGE LACK OF MAINTENANCE. THE FACTORY REP CAME ON TUESDAY I WAITED FINALLY WENT TO WORK BUT THEY HAD THE HEAD GASKET LID OFF AND THE WHOLE THING WAS CRISPY SLUDGE AND BLACK. THE DEALER SAID IT WASN'T GOING TO BE COVERED UNDER WARRANTY. THE WINDOWS ARE SUPPOSED TO BE FIXED UNDER THE WARRANTY BUT IF IT HAD HELD OFF A COULPE MORE MOUNTHS I WOULD BE PAYING FOR THAT!!! THIS IS A LEASED VEHICLE. MY WIFE PREGNAUNT WWEITH TWINS AND I AND ANOTHER COUPLE WERE ON OUR WAY ON A 45 MIN TRIP TO A COMEDY CLUB. ON I-75 THE CHECK GUAGES LIGHT CAME ON ALONG WITH THE DINGING BELL. I WAS IN THE PASSING LANE AND AFTER CHECKING THE GUAGES I FOUND THE OIL PRESSURE WAS AT 0. JUST A FEW MILES AHEAD WAS A REST.

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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.