



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 241**

Data Received  <b>03-MAR-2000</b>	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. <b>857911</b>	

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>(Listed at front of windshield or driver's side)</small> <b>KNDJA7232X5600887</b>	Vehicle Make <b>KIA</b>	Vehicle Model <b>SPORTAGE</b>	Vehicle Year <b>1999</b>	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Sport Ult Truck Motorcycle <input checked="" 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 <b>03250000 02000000</b>	Part Name(s) <b>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM SUSPENSION</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) <b>01-JUL-1999</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	Mileage at Failure(s) <b>10000</b>	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) _____			

**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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	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)**

WHENEVER ABS ENGAGES, THE BRAKE PEDAL IS APPLIED CLOSER TO THE FLOOR WHILE PULSATING. ALSO, UNNECESSARY NOISE COMING FROM THE HOOD AND VEHICLE WOULD VIBRATE WHILE COMING TO A STOP. DEALER NOTIFIED, AND INFORMED CONSUMER NOTHING COULD BE FOUND. \*AK

CONTINUED ON BACK PLEASE

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.



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Date Received 03-MAR-2000  
 03-MAR-2000  
 DEFECTS INVESTIGATION OFFICE

Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_r \_\_\_\_\_  
 up\_tr \_\_\_\_\_

Reference No.  
**857911**

**OWNER INFORMATION (Type or Print)**

[Redacted Owner Information]

Work Number \_\_\_\_\_  
 Home Number \_\_\_\_\_

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of a signature and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 3/27/00

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) **KNDJA7232X5600887**  
 Vehicle Make **KIA**  
 Vehicle Model **SPORTAGE**  
 Vehicle Year **1999**  
 Current Odometer Reading **19,106.00**

Purchase Date \_\_\_\_\_ Dealer's Name Almaden Mazda  
 New  Used  
 City San Jose State CA Zip Code \_\_\_\_\_  
 Engine Size (CID/CC/L) 2.0 Ltr  Turbo  Diesel  Gas  Fuel Injection  
 No Cylinders 4

Transmission Type  Manual  Automatic  
 Antilock Brakes  Yes  No  
 Restraint System  3-Point Belt  Motorbelt  Driverside Airbag  2-Point Belt  Passengerside Airbag  
 Cruise Control  Yes  No  
 Drive Train  Front  Rear  4-Wheel  
 Vehicle Type  Car  Sport Ut  Van  Truck  Minivan  Motorcycle  Other  
 Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component **03260000 02000000**  
 Part Name(s) **BRAKES-HYDRAULIC;ANTI-SKID SYSTEM SUSPENSION**  
 Location  Left  Right  Front  Rear  
 Failed Part(s)  Original  Replacement

No of Failures \_\_\_\_\_ Date(s) of Failure(s) 01-JUL-1999  
 Mileage at Failure(s) 18000  
 Vehicle Speed at Failure(s) \_\_\_\_\_  
 Failed Part(s) Available?  Yes  No  
 NHTSA Previously Contacted?  Yes  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  Yes  No  
 Fire  Yes  No  
 Number of Persons Injured \_\_\_\_\_ Number of Fatalities \_\_\_\_\_  
 Estimated Property Damage \_\_\_\_\_ Reported to Police  Yes  No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

WHENEVER ABS ENGAGES, THE BRAKE PEDAL IS APPLIED CLOSER TO THE FLOOR WHILE PULSATING. ALSO, UNNECESSARY NOISE COMING FROM THE HOOD AND VEHICLE WOULD VIBRATE WHILE COMING TO A STOP. DEALER NOTIFIED, AND INFORMED CONSUMER NOTHING COULD BE FOUND. \*AK  
 Loss of braking pressure  
 Vehicle vibrates violently!  
 Horrible moan from under hood.  
 Does not slow vehicle down once ABS  
 Kicks In! Very Dangerous!

CONTINUE ON BACK IF NEEDED

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Kevin Del Grande's

**ALMADEN MAZDA KIA**



820 Capitol Expressway Automall, San Jose, CA 95136

**Service Direct (408) 448-2277**

(408) 723-8800 • (800) 454-5100 • Fax (408) 723-0814

KPA # CAD981441777

BAR # AJ0900489

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/99	56919C	2226	231	220 220 220 99 99	W	S17MA S195MA L0FMA S195MA 9999MA S18MA	
05/26/98	56082C	704	231	218			

SALESPERSON NO.

SERVICE

VEHICLE I.C. NO. KND1A7222Y5600887	YEAR/MAKE/MODEL 99/KIA/SPORT	PRODUCTION DATE 	STOCK NO K1192	LICENSE NO 	A.C. NO 11047
CUSTOMER NO 1700		DELIVERY DATE 	DELIVERY MILES 0	SELLING DEALER NO. & DATE 	
COLOR WHITE		EXPIRATION DATE 	EXPIRATION MILES 0	TAG NO. 544	
TLRBS K1ZZ	AIR COND. 	P.B. 	TRANS 	MILEAGE 5039	ADVISOR NO. 231
DATE/TIME PROMISED 07/26/99 05:30pm		PRIORITY 3	ADVISOR JOHN HERNANDEZ		

I hereby authorize the repair work and custom repair labor set forth on the front by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you shall be responsible for any delays caused by unavailability of parts or materials for any reason and you, neither you nor your employees or any other person, shall be liable for any delay or damage to such vehicle or articles left in the shop or for any theft or other cause beyond your control. I hereby authorize you to use any parts and materials for the purpose of testing and/or inspecting such vehicle.

APPOINTMENT:  Yes  No

STATE REG# AJ090489

JOB	DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL WORK
1	W	40MAZ			
2	W	11MAZ			
3	W	61MAZ			
4	W	47MAZ			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 28.10

1 W 40MAZ BRAKES  
CUST STATE STATES THAT WHILE TURNING LEFT OR RIGHT WHILE BRAKING, THERE IS CHATTERING AND A PULSATION. CHECK AND ADVISE

2 W 11MAZ ENGINE MINOR  
CUST STATES THAT THERE IS TAPPING SOUND WHILE DRIVING AT NORMAL OPERATING TEMP. CHECK AND ADVISE

3 W 61MAZ EXTERIOR TRIM  
CUST STATES THAT THE REAR WIPER MISSES IN THE CENTER OF WIND ON WIND ON. (SEE JOHN H) CHECK

4 W 47MAZ AXLE/DIFFERENTIAL  
CUST STATES THAT THERE IS A "WHOA WHOA" SOUND FROM REAR OF CAR WHILE DRIVING PASSENGER SIDE. CHECK AND ADVISE

DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL WORK
REASON		PHONE		REVISED TOTAL
DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL WORK
REASON		PHONE		REVISED TOTAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

HAZARDOUS MATERIAL: A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle meet the criteria of compliance with federal, state and local government hazardous waste regulations. These items will include any of the following: Oil, grease, anti-freeze, fuel, cleaning fluids, non-recyclable items, etc.

**SERVICE HOURS**  
**MONDAY - FRIDAY**  
**7:30 AM - 5:30 PM**  
**ASK ABOUT**



[[CONTINUED ON PAGE]]

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Pls. Get them off  
the road!

APR

## Kia leads list of cars with most defects

Associated Press

DETROIT — New Jaguar cars had the fewest defects and 1999 Kia cars the most, according to a private report to automakers by J.D. Power and Associates.

The company's annual Initial Quality Study is a widely followed measure of vehicle quality. J.D. Power publicly released limited data from the report Wednesday, but not the full report.

The Agoura-based company said it based the results on 41,004 owners of 1999-model vehicles. They were asked about problems found in the first 90 days of ownership.

The study showed Jaguar had the fewest defects per 100 new vehicles — 110.

Buick was second at 114, followed by Infiniti (118), Acura (124), BMW (125), Lexus (131), Toyota (135), Honda (137), Cadillac (139) and Chrysler (148).

The average for all vehicles was 167 defects per 100 vehi-

cles.

At the bottom, Kia had the most defects at 333 per 100 vehicles. Suzuki had 299, Isuzu 242, Jeep 234, Volkswagen 223, Daewoo 216, Land Rover 200, Mitsubishi 199, GMC 199 and Hyundai 194, according to the executive summary.

Ford vehicles had a defect rate of 169, Saturn 171, Oldsmobile 174, Dodge 175, Mercury and Pontiac 185, and Chevrolet 192.

According to a story in today's USA Today, the J.D. Power survey also found that several newly redesigned vehicles had considerably more defects than the models they replaced.

Owners reported that the new Honda Odyssey minivan had 64 percent more defects than the van it replaced.

The Jeep Grand Cherokee had a defect increase of 25 percent and the GMC Sierra pickup had 23 percent more problems.

# X bug expected



Autos Home - Yahoo!

What is an 8-letter word for the perfect credit card?

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### My 99' Kia Sportage

3/1/00 1:01 am  
Msg: 98 of 113

by: [kraziape](#) (16/F/WA)

My parents bought me a 99 Kia Sportage in July 99 for my first car. Don't get me wrong it's adorable and so affordable...that's what the problem is...it's "too" affordable. Now I'm finding out how cheap my car really is. So far I've had my car in the shop 3 times. 1) Wouldn't start but lights worked...never was fully explained as to what happened with my battery. 2) Door latch in back broke and my door wouldn't shut...my mom was luckily with me and had to sit in the back of the car holding the door shut for 35 mins. 3) Just today matter-of-fact my car is in the shop...had a recall on the spontaneous stalling of the engine, which it has done to me a total of four times. I found myself arguing with my dad telling him my car was a piece of shit and the ironic part is that the day after we decided the Kia was fine, we got the recall. I'm lucky I live at home still but I definitely couldn't survive college with my sportage. It pulls funny things with me all the time like stepping on the gas and 10 seconds later it surges out into the road, stalling, braking on hills makes the car shake violently...etc...etc. This car has been one big heartache for a long time now. Finally, my family is working together to somehow unload this piece of shit. I need all the ammo I can get...PLEASE EMAIL WITH ANY ADVICE, COMMENTS, OR TESTIMONY! My email address is: [KraziApe@yahoo.com](mailto:KraziApe@yahoo.com) Tell me I'm not paranoid that my car is out to get me! =)



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