

U.S. Department  
of TransportationNational 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 197

Date Received

10-MAR-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

858338

 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>	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 type="checkbox"/> New <input checked="" 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" 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 _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	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>06600000</b>	Part Name(s) <b>EXHAUST SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures <b>0</b>	Date(s) of Failure(s) <b>10-MAR-2000</b> Mileage at Failure(s) <b>3000</b> Vehicle Speed at Failure(s) <b>0</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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## 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 <b>0</b>	Number of Fatalities <b>0</b>	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)

**CONSUMER SMELLED EXHAUST FUMES INSIDE OF VEHICLE AND BECAME SICK. HAD TO OPEN WINDOWS FOR VENTILATION. \*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.

<p style="text-align: center;"><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire (VOQ)</b>                  NATIONWIDE 1-888-DASH-2-DOT                  1-888-327-4236                  www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 197	
	Date Received 10-MAR-2000 DEVIDE FIELD OFFICE (NCA)	Od_or _____ rt_dt _____ od_rt _____ up_itr _____
OWNER INFORMATION (Type or Print)	Reference No. <b>858338</b>	
[Redacted]	Work Number _____ Home No. _____	

Do you authorize the manufacturer of your vehicle?  YES  NO  
 In the absence of your name and address to the vehicle manufacturer.  
 Signature of \_\_\_\_\_ Date 3/20/00

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make <b>KIA</b>	Vehicle Model <b>SPORTAGE</b>	Vehicle Year <b>1999</b>	Current Odometer Reading <b>9800</b>
Purchase Date <b>6-22-99</b>	Dealer's Name <b>Friendly KIA</b> City <b>New Port Richey</b> Zip Code <b>34652</b>		Engine Size (CID/CC/L) <b>2.0</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	No Cylinders <b>4</b>			

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" 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	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other <b>Convertible</b>
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FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <b>06600000</b>	Part Name(s) <b>EXHAUST SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures <b>4</b>	Date(s) of Failure(s) <b>10-MAR-2000</b> Mileage at Failure(s) <b>8000</b> Vehicle Speed at Failure(s) <b>0</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage <b>0</b>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

**CONSUMER SMELLED EXHAUST FUMES INSIDE OF VEHICLE AND BECAME SICK. HAD TO OPEN WINDOWS FOR VENTILATION. \*AK**  
 AS of **3-20-00** exhaust fumes still around + inside car. Dealer and manufacturer seem unable to fix this problem. They don't even know why it smells! They replaced cat. converter + exhaust

CONTINUE ON BACK IF NEEDED

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 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.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Auto Safety Hotline, NEF-11 HL  
400 7th Street, SW  
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

Official Business  
Penalty for Private Use \$300

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration  
400 Seventh St. S.W.  
Washington, D.C. 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



U.S. Government Printing Office: 1995 - 629-930

Nothing seems to help. They said that  
it might be "winter gas"! ??  
They said I should try high test in  
it! They said to keep the windows up!  
They said to try different gas comp!  
No one can explain why the smell gets  
in the car!

Thanks



Fold to show Return Address (no stamp needed; Fasten with tape or staple and mail)

TIRE IDENTIFICATION NO. *										
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.										
NARRATIVE DESCRIPTION (CONTINUED)										

MANUFACTURER/TIRE NAME	SIZE

INFORMATION ON TIRE FAILURES (IF APPLICABLE)

DATE 1-18-79

TECH or RO # Part 1010844

PHONE # 530-4511  
830-0351



QTY.	PART NUMBER	DESCRIPTION
<u>1</u>	<u>OKOXC-40-5X0</u>	<u>Disc</u>
<u>1</u>	<u>OKOXC-30-600</u>	<u>Disc</u>
		<u>1-810</u>

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
<u>74</u>	<u>Volvo</u>	<u>200</u>		

PART REQUESTED BY \_\_\_\_\_ DEPT \_\_\_\_\_

PART ORDERED BY \_\_\_\_\_ DATE \_\_\_\_\_

PART CLASSIFICATION ZONE  FACTORY  VENDOR

PART RECEIVED DATE \_\_\_\_\_ INVOICE # \_\_\_\_\_

PART BACK ORDERED DATE \_\_\_\_\_ INVOICE # \_\_\_\_\_

CUSTOMER NOTIFIED 1st \_\_\_\_\_ LETTER \_\_\_\_\_ PART RETURNED TO STOCK \_\_\_\_\_



AUTHORIZATION NO. \_\_\_\_\_

TRD: 2 2527-474 VRI: FRIENDLY KIA AND ISUZU CLIST. NO. 4-1870897440

YEAR: 1999 MAKE: KIA MODEL: SPORT 2DR LIC. \_\_\_\_\_ DATE: 12/31/99

MILEO: 8831 FIRST USE: SVC. ADV. 10077 JOB NO. \_\_\_\_\_ TIME: 28:00

CALL:  YES  NO RES. 11272 BUS. 11272 WRITER: SCOTT NAME AND PHONE NO. OF OTHER PERSON WHO MAY AUTHORIZE REPAIRS: \_\_\_\_\_

ORIGINAL ESTIMATE \$ \_\_\_\_\_ ADDL. AUTHORIZED AMOUNT \$ \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

APPROVAL:  CASH  CREDIT CARD  YES  NO  PAY BY CHECK  CASH ON HAND  WRITTEN ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OF \$100.00 OR MORE. IF YOU DO NOT WANT AN ESTIMATE, YOU MUST SIGN THIS STATEMENT.

APPROVAL:  CASH  CREDIT CARD  YES  NO  PAY BY CHECK  CASH ON HAND  WRITTEN ESTIMATE

L	OPER.	UNIT	TEC	INSTRUCTIONS	SALE
				REPLACED CAT CONVERTOR	

L	PART NO.	DESC.	QTY.	SALE
1	8831	PIPE-EXHAUST		
1	8831	PIPE ASSY-FRT		
1	8831	CONV. ASSY-CAT		
1	8831	RING		
1	8831	NUT-FLANGE		
1	8831	NUT-EXHAUST		
	RENTAL CAR	P.O. No. 11850	2400/CP/	24.00

WE RECOMMEND THE FOLLOWING:

LABOR \_\_\_\_\_ PARTS \_\_\_\_\_ SUSLET \_\_\_\_\_ TIRES \_\_\_\_\_ GAS-OIL \_\_\_\_\_ TOTAL \_\_\_\_\_ TAX \_\_\_\_\_ CHARGE \_\_\_\_\_ CASH \_\_\_\_\_

DATE COMPLETED: 12/28/99

I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or contents of vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby agree to allow you to use my vehicle at your business premises for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE DETERMINED THE CHARGE WILL BE BASED ON:  HOURLY RATE  FLAT RATE  BOTH

BASES FOR CHARGES:  PER HOUR RATE  PER HOUR RATE  BOTH

CUSTOMER LABOR RATE IS BASED ON A RATE OF \$ \_\_\_\_\_ PER HR.

CONTROL PER \$89

I AM UNREPRESENTED UNDER STATE LAW. I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$100.00, I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. THE SHOP MAY NOT EXCEED.

I HEREBY EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES. I HEREBY AGREE TO AUTHORIZE ANY PERSON TO ASSUME OR PAY FOR IN CONNECTION WITH THE SALE OF SAID PRODUCT.

LEFT ON 2-10-80 AT 2:00 PM 4:30 PM 12475

AUTHORIZATION NO.		VIN		NAME		DATE	
1234567		KNDJ96232755855		[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	DE	AD	TIME	[REDACTED]	
1999	KIA	SPORT			01:17	[REDACTED]	
MILE	FIRST USE	REG. NO.	JOB NO	OP	PRDM	[REDACTED]	
9170						[REDACTED]	
CALL	WRITTEN		APPROVAL		APPROVAL		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	METHOD OF PAYMENT		SAVE PARTS		APPROVAL		
	<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD		<input type="checkbox"/> YES <input type="checkbox"/> NO		DATE		
ESTIMATE		METHOD OF PAYMENT		SAVE PARTS		APPROVAL	
<input type="checkbox"/> NO ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> WRITTEN ESTIMATE						DATE	

L	OPER.	UNIT	TEC.	INSTRUCTIONS	SALE
999	/WC/A/	01	01	LAST STATES BAD ODOR ON ACCELERATION (ROT TEN EST)	(WORLEY JR)
999	/WC/A/	01	01	FOUND TRK TO HAVE LOW FUEL TRIM B.S. POOR BRD TO PCM. PERFORMED BRD IMPRVMT	(WORLEY JR)
999	/WC/A/	01	01	AT C123/C124. REMOVE AND CLEAR GRD CABLES. REMOVED TRAILER HITCH TO INSPECT FOR LEAKS IN EXHAUST. NO LEAKS FOUND.	(WORLEY JR)
999	/WC/A/	01	01	STILL HAS AN ODOR FROM EXHAUST	(WORLEY JR)

SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00. I DO NOT REQUEST A WRITTEN ESTIMATE. THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. THE SHOP MAY NOT EXCEED COSTS DO NOT EXCEED \$

PART NO.	DESC.	QTY.	SALE
1	BASKET-AIR FUNN	1	7.00
1	BASKET-SURGE TR	1	7.35
1	STABILANT 22A	1	7.00
1	OKOBA 13 235A	1	4.45
1	OKS13 13 133	1	7.35
1	SL5	1	7.00

**DISCLAIMER OF WARRANTIES**  
 The seller hereby expressly disclaims all liability, whether expressed or implied, including but not limited to the merchantability of any particular purpose, and neither assumes nor warrants any person to assume for any liability or loss.

WE RECOMMEND THE FOLLOWING ...	W/C	INT.	C/P
9172	DATE COMPLET	02/17/80	
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or by any driver caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby give you and/or your employees permission to operate the vehicle while directed on streets, highways or elsewhere by the absence of testing and/or inspection. An express mechanic's fee is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		IF ONE CALLS FOR A REPAIR WORK ESTIMATE CANNOT BE DETERMINED THE CHARGE WILL BE BASED ON HOURS RATE OF \$18.75 PER HOUR.	LABOR PARTS SUBLET TIRES GAS OIL TOTAL TAX CHARGE CASH
CUSTOMER'S SIGNATURE X _____		CUSTOMER LABOR RATE IS BASED ON A RATE OF \$ _____ PER HR.	CONTROL 18.75 PER HR

FRIENDLY KIA AND ISUZU

12727

AUTHORIZATION NO.		VIN		PLATE	NAME	DATE
12727		KNDJ562J2X5588708		DR PHOTOS	[REDACTED]	02/23/00
YEAR	MAKE	MODEL	TYPE	[REDACTED]		TYPE
1999	KIA	SPORT 2DR	4C	[REDACTED]		0.3
MOLES	PART USE	SVC. ADV. (24H)	JOB NO.	[REDACTED]		PROM.
9425	/ /	TOM		[REDACTED]		
CALL	REG. (727)	BUS. (727)	WHY (14)	[REDACTED]		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	[REDACTED]		TUM	[REDACTED]		

ESTIMATE	<input type="checkbox"/> CASH	<input type="checkbox"/> CREDIT CARD	SAVE PARTS	ORIGINAL ESTIMATE	ADDITIONAL REPAIRS AUTHORIZED BY
ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE.	<input type="checkbox"/> NO ESTIMATE	<input type="checkbox"/> ORAL ESTIMATE	<input type="checkbox"/> YES <input type="checkbox"/> NO	\$	\$
			<input type="checkbox"/> WRITTEN ESTIMATE	APPROVED BY	DESCRIPTION OF ADDL. WORK

L	OPER.	UNIT	TEC	DATE / TIME	INSTRUCTIONS	SALE
999	/NC/A/			02/18/2000	CUST STATES ABNORMAL SMELL. HOOD PANN / EXHAUST PER DAM TACKER REPOSITIONED TAIL PIPE TO THE LEFT	
999	/NC/A/				CUST STATES AIR BAG VISIBLE IN LOWER AREA OF STEERING WHEEL /	
999	/NC/A/				NORMAL CONDITION	
999	/NC/A/				CUST STATES DASH HAS ABNORMAL MARKERT CODE OF WHEEL	
999	/NC/A/				REPLACED HOOD METER RENTAL	

I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_.  
 THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.  
 THE SHOP MAY NOT EXCEED

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

L	PART NO.	DESC.	QTY.	SALE
3	800855	HOOD ASST METER		

WE RECOMMEND THE FOLLOWING	WC	INT.	OT

C	9435	DATE COMPLETE	02/28/00
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I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described as shown, repaired or otherwise to the supervision of you and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE DETERMINED THE CHARGE WILL BE BASED ON \_\_\_\_\_

BASIC FOR CHARGES:

FLAT RATE  HOURLY RATE  OTHER

CUSTOMER LABOR RATE IS BASED ON A RATE OF \$ \_\_\_\_\_ PER HR.

LABOR	
PARTS	
SUBLET	
TIRES	
GAS-OIL	
TOTAL	
TAX	
CHARGE	
CASH	



100-10-204  
New England Telephone Co.

19200  
100-10-204  
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100-10-204  
100-10-204

100-10-204  
100-10-204

Address

Mag. No.	Clark	Account Forward
1		
2	<i>100-10-204</i>	<i>100-10-204</i>
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1968-7

1200 Your Account Stated to Date - If Error is Found, Return at Once

From: [REDACTED]

To: kmosptd@kia.co.kr <kmosptd@kia.co.kr>

Date: Monday, February 07, 2000 1:13 PM

*Help.....*

*My name [REDACTED]*

*I have a 1999 Kia Sportage and it SMELLS, really bad ! I've been told that in the winter they "DO" ????????????????????*

*I never expected to buy a new car that smells*

*like a real bad egg fart ! I've had the cat. converter replaced and have an appointment for service next week, but I'm just wasting my time and the service people's. This is not expectable. I'm writing to inform you that this may be a potentially dangerous defect in the Kia, my husband has small cell lung cancer and I'm very concerned for us both, breathing the air in this car. I purchased the extend warranty and think I should get a renter until this is fixed!!! What will you do to make things right ?*

*Sincerely,*

[REDACTED]

**From:** Kia Motors America Webmaster <webmaster@kia.com>  
**To:** [REDACTED]  
**Date:** Tuesday, March 07, 2000 4:37 PM  
**Subject:** Re:

---

*Please report car troubles to Kia's Consumer Affairs Department directly by calling toll free:  
1 800 333 4KIA  
Thank You.*

*At 03:33 PM 3/1/00 -0500, you wrote:*

*Why do you have an e-mail address ??? You don't answer*

*it!.....HELP!!!!!!!!!!!!!!*

*From:* [REDACTED]  
*To:*  
*Subject:*  
*Date:* Mon, 7 Feb 2000 13:13:06 -0500  
*MIME-Version:* 1.0  
*Content-Type:* multipart/alternative;  
*boundary="----=\_NextPart\_000\_0007\_01B3716D.126A6600"*  
*X-Priority:* 3  
*X-MSMail-Priority:* Normal  
*X-Mailer:* Microsoft Outlook Express 4.72.3110.1  
*X-MimeOLE:* Produced By Microsoft MimeOLE V4.72.3110.3

*Help.....*  
[REDACTED]

*I have a 1999 Kia Sportage and it SMELLS, really bad ! I've been told that in the winter they "DO" ??????????????????????*  
*I never expected to buy a new car that smells like a real bad egg fart ! I've had the cat. converter replaced and have an appointment*

From: [REDACTED]

To: kmosptd@kia.co.kr <kmosptd@kia.co.kr>

Date: Friday, March 10, 2000 3:47 PM

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*Dear KIA,*

*Just to keep you abreast of what I'm bothering to do. I've been very unsatisfied with KIA MOTORS. This is a safety matter, and KIA has not remedied this situation, without charge and within a reasonable amount of time. So I have report it to the Administrator, National Highway Traffic Safety Administration. I have had alot of inconvenience and danger, the smell of my KIA literally makes me ill! The time I've spend at the dealers is more time then I spend with some of my family! I Should NEVER had to invest this much time and effort to get KIA to take responsibility for their lemon!! In the interest of my health I am demanding you to do something fast!*

*Jeannie Perry*

03/20/2000

*for service next week, but I'm just wasting my time and the service people's. This is not expectable. I'm writing to inform you that this may be a potentially dangerous defect in the Kia, my husband has small cell lung cancer and I'm very concerned for us both, breathing the air in this car. I purchased the extend warranty and think I should get a renter until this is fixed!!! What will you do to make things right ?*

*Sincerely,*



-----\*\*\*\*\*\\-----//\*\*\*\*\*-----

*Kia Webmaster*

*<mailto:webmaster@kia.com>*

*<http://www.kia.com>*

*It's about time everyone had a well-made car...  
at a price they can afford. Sportage & Sephia*

**From:** Kia Motors America Webmaster <webmaster@kia.com>  
**To:** ernngeni@akos.net <ernngeni@akos.net>  
**Date:** Friday, March 10, 2000 9:59 PM  
**Subject:** Kia Trouble

*Please report car troubles to Kia's Consumer Affairs Department directly by calling toll free:*

*1 800 333 4KJA*

*Thank You.*

>

>Dear Kia,

>I have written in the past about a dangerous defect in my 99 KIA, see

>insert to refresh your memory. Perhaps,

>I'm writing to the wrong department ? If so, please forward. I've felt

>the need to purchase a gas mask to drive

>my new KIA ! I'm having pictures taken to show you and any other

>interested party. This has gone on way to

>long and it seems not to be bothering anyone but me! So, until KIA makes

>this problem go away..... I plan to

>BOTHER KIA. I will also take the time to inform legislators sitting on

>relevant committees of my experience with

>my KIA manufacturer and any media that is interested in a middle aged

>woman driving her KIA around town

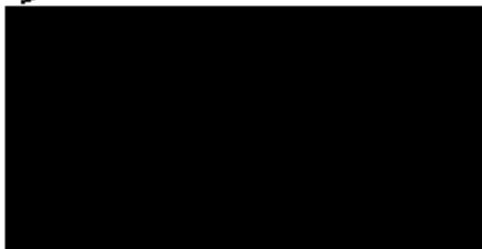
>with a gas mask on! Ya just never know, if it's a slow news day maybe me

>and my gas mask in my KIA, will

>make the national news!

>Very sincerely,

>



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03/20/2000

*Kia Webmaster*

*<mailto:webmaster@kia.com>*

*<http://www.kia.com>*

*It's about time everyone had a well-made car...  
at a price they can afford. Sportage & Sephia*

From: [REDACTED]  
To: webmaster@kia.com <webmaster@kia.com>  
Date: Friday, March 10, 2000 11:54 PM

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*You just send me a form letter, why is there NO one at KIA willing to do anything to REALLY HELP????? Please don't waste your time with the 18003334KIA # !*

*THEY are like  
you...DO  
NOTHING!!!!!!!!!!!!*



Page 1 of 1

From [REDACTED]

To: kmosptd@kia.co.kr <kmosptd@kia.co.kr>

Date: Wednesday, March 15, 2000 11:51 AM

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F [REDACTED]

To: kmosptd@kia.co.kr <kmosptd@kia.co.kr>

Date: Monday, March 20, 2000 2:21 PM

*Hi,*

*I took new pictures of me in my gas mask, in my KIA. Would you like to see them?*

*Oh yea... I put big YELLOW LEMONS all over my black KIA, they really stand out! What advertising....I know why you spend so much for ads now! People really look and ask questions! I love it, every were I go I get all this attention. I don't even think that I'm going to need to call the media.....they will problem here about me and seek me out!!!!!!!!!!!!!!!!!!!!!! Have a nice day, Jeannie Perry PS you have my e-mail address & phone#*

03/20/2000

smell so they can be as foolish as they want to be.

2-16-00 Scott called at 4:30 PM to tell us that he is doing many thing to fix this, but nothing is working. We understand that the factory is giving him these bright ideas. He said he had something more to try & would call tomorrow.

2-17-00 We went to the dealer in the AM. J Gillis & Scott said it wasn't fixed and to come back around 3:00 PM. They said we would try to work out some deal. We came back & J Gillis gave us to his "TOP" salesman!! (we didn't want to buy a car!) His name was Bill Henderickson and he tried to SELL us a car! We told him that we didn't think it should cost us 1 penny because Kia sold us a lemon! All the stress, inconveniences, and the danger in the air, that we are breathing in this car.... and Kia wants us to bear the burden?

Then he said he could trade us a 4 door even up. He would have to get Dan Tacker to ok it. He said don't worry, he showed us a violet 4 door and said it would be ours. He said we would win, if we filed the lemon law, so D Tacker would surely ok the deal.

2-18-00 B Hendrickson called D Tacker said "no".

2-18-00 Called Kia hot line, Michelle gave me another case # -c-263-28. She said to try to get D Tacker and that she also would try and get him to return our calls. D Tacker called one time and left his name on our answer phone. We have call him many times. D Tacker finally called back and denied that he said "NO" to the deal. He said that he was going to call B Hendickerson and clear things up. He said we should wait awhile and then call B Henderickerson. At this point, we know that we are being lied to, we didn't call back. Note: everyone that drove the car could smell it. Our friends & family can smell it. It makes us ill!! Dan Tacker said that if we could keep the windows up it didn't smell as bad. ( he must have driven it or he wouldn't know that) IT'S A CONVERTABLE!!

R Dodd calls and said that they are going to work out a deal and he will call us back. We called B Hendickerson at 4:30 PM he said they would have a deal worked out by sat.

2-19-00 No calls from Kia.

2-21-00 No calls from Kia.

2-22-00 No calls from Kia. Tried to get B H no luck. called R Dodd got voice mail, asked him to call back.

2-23-00 No calls from Kia. We called R Dodd after noon, he said he was working on it himself. He said that D Tacker was not returning his calls! We told him that we had to go on a 70 mile trip on I 75 and how bad it was. We can't keep breathing this air! He said that Kia can't fix this car & that we

should bring it to them this afternoon, he would tell Scott to get us a rental. They were going to move the exhaust system this time. If this smell is from the exhaust we must be breathing carbon-monoxide! We took the car to the dealer & got another rental.

2-23-00 We sent the letter to the state of Fl. and to Kia.

2-24-00 No call from Kia.

2-25-00 No call from Kia. We have a caller ID and check it regularly. We also have a fax that prints a report of all our in coming calls, so we can demonstrate that they don't call.

2-26-00 No calls from Kia.

2-27-00 No calls from Kia.

2-28-00 Scott called at 4:45PM he said to pick up the car tomorrow. He said they put a new exhaust system on the car and extended the tail pipe.

2-29-00 Picked up the car at 2:00PM. They only changed the tail pipe. ( no new exhaust system) We drove the car about 6 miles and called Scott to report that the car still smells, he said "yes ma'am". When we picked up the car we asked Scott if it still smelled and all he would say is that they did what the factory told him to do. He would not commit to anything but that statement. R Dodd said that this was there last chance to fix the car. Scott called at 3:25 and said that he talked to D Tacker & he asked that we have a little PATIENCE. (\*&&^%#^\*)(%^(^&\*\$%\$%^!!!!) He ( D Tacker) was working on a deal. He said there is nothing that they can do with this car and would work out something with a hard top.( & no smell) We are very unhappy & afraid of the soft top.

3-1-00 We called D Tacker to tell him of the car still smelling. And that we are a afraid to drive in this car. We got voice mail and left that message. D Tacker didn't return our call. ( big surprise!) We called R Dodd , to no avail. The car still smells and now looks stupid with the tail pipe rerouted, it just isn't acceptable! We now have an empty hole in the bumper where the pipe belongs. We want it fixed! This was a car we bought NEW!

3-2-00 We called Kia hotline, they will have D Tacker call us. Also called Scott he said he was going to have D Tacker call us. We received an overnight letter from Kia Motors, telling us to have the car at the dealers on 3-21-00. (3 WEEKS MORE!!!) We don't want to breath this air or smell this car for another 3 weeks! We asked for a sooner appointment, Scott agreed and said to bring the car in on 3-8-00.

D Tacker never called.

Received signed copy of certified mail that we sent to Kia Motors and response from the state of Fl. on our request for lemon law.

3-7-00 B Hendickerson called and said they were ready to make us a deal.

We again told him that we are not in the market to buy a car, we expect Kia to bear the losses on this lemon. We said that we had an appointment with Scott on 3-8-00 at 1:00PM. He said he would talk with us at that time.

3-8-00 We took the car to Scott he said that there was nothing he could do to fix it and we had to drive it because D Tacker wouldn't approve a rental. We told him we wanted the tail pipe put back to it's original position. He said ok and could get us a rental for that reason. We went to talk with B Hendickerson, he tried to sell us a car!!! He said that D Tacker said he would buy back our car and we could pay about \$ 2500.00 and refinance the car. So the 9 payments that we made would be gone & we would start a new loan. The way we see that, is a cost to us of about \$5500.00. And we should not have to pay because we have a lemon??!!!

3-9-00 Picked up our car. They put exhaust pipe back.

3-10-00 We bought a gas mask. (\$42.85) Jeannie asked J Gillis to give D Tacker a copy of receipt and to refund the cost of the mask and to tell him I would be going to the media soon. J Gillis said he would call D Tacker that night. We were told to keep the 3-21-00 appointment as stated in the letter from Kia.

Meanwhile we keep trying to get ahold of D Tacker. He will not return our calls for help! We have sent many e-mails and had just 2 responses, form letters, telling us to call 1-800-333-4-KIA. We did they can't help.( or won't)

We called the main office in CA. at 949-470-7000, got voice mail for Chris Coruso. Never called back! Also got voice mail for Margie Verers, twice, she never called back.

3-15-00 Sent a picture of me in my KIA with my gas mask on, to KIA.

3-16-00 WOW! at 7:00PM we received a call from Paul Stapleton he said that Margie Verers was ill and he was returning her calls. He asked some questions and gave me a # to call him on 3-21-00 if he doesn't call me on 3-20-00. He also thought that our appointment was 3-23-00.( 1-800-225-5542, 7097) 3-21-00 is to be Kia's final attempt to fix the car.

3-16-00 Jeannie put yellow lemons on the car.

Car smells.....

1-28-00 Replaced the cat. convertor

C18870 Reference # from Kia hot line.( Patrice )

2-1-00 Called dealer on talked to John Gilliss.

2-3-00 Went to dealer he was out. Talked to him later that day and made an appointment to see him on Mon. 2-7-00 or Sat. and talk to Bob Dodd ( 2-5-00).

2-5-00 Went and talked to Bob, he said he would look into it.

2-7-00 Called Bob asked for a loaner car he said "no".

Called Dan Tacker at 1-800-319-5671 and got voice mail left my name # and problem. ( noon )

2-10-00 Called Scott asked if he had any information on the car. He said J Gillis would call.

2-10-00 J Gillis called me back asked for the reference # so he could check on it.

2-10-00 Scott called back and said that we should bring the car in so they could work on it. Got rental.

2-11-00 Scott called at 4:15 and told me they were going to move the tail pipe they thought that the "KIA" hitch (dealer installed) might be a problem. (sounds stupid) Said to pick the car up sat. we had plans on sat. so he said we could get it now.? He had said it wouldn't be ready untill sat....how come I can get it now?(fri.) He also said that it would still smell & there was nothing to do about it! We ended with asking him to tell J Gillis that this was unacceptable and would get the car mon.

2-14-00 10:00 AM Went to pick up car. They said they were just bring it in to work on it. Asked to see J Gillis, he said that he wanted to drive it and could we come back at 2:00 PM ? When we returned Gillis said he & R Dodd took the car to lunch and it definitely stinks!! He wanted us to keep the rental car & they were going to take the hitch off, to see if it helped. He said we would be called 2-15-00. ( we have never heard of a hitch making a car smell, but we went along with it.)

2-15-00 We called dealer around noon. Scott said that a driver was driving the car now & J Gillis also wanted to. 2:45 PM Scott called & said J Gillis was driving the car. 3:45 Scott called & said it still smells. ( maybe a little less) Scott was going to drive the car home that night, to check it further.He said that J Gillis was going to call gas companies to ask about additives in the gas that might make this car smell.(what ever it is, it shouldn't be in the cab!)Wouldn't other cars smell?? We have a nice rental car that doesn't