

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 119

Date Received

13-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858378

 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) (located at front of windshield on drivers side) KNDJA7233W5560477		Vehicle Make KIA	Vehicle Model SPORTAGE	Vehicle Year 1998	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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

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

CONSUMER CONTACTED THE DEALER IN REFERENCE TO RECALL NUMBER 99V325000/ ENGINE STALLING. DEALER INDICATED THAT PARTS HAVE YET TO BE RECEIVED FROM MANUFACTURER. PROBLEM HAS YET TO BE CORRECTED. *AK

CONTINUED ON BACK (SEE)

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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00 MAR 13 MAR 2000

Od or
rt dt
od rt
up tr

OFFICE
DEFECTS INVESTIGATION

Reference No.

858378

OWNER INFORMATION (Type or Print)

596057

Work No

Home No

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 03/21/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) KNDJA7233W5560477
Vehicle Make KIA
Vehicle Model SPORTAGE
Vehicle Year 1998
Current Odometer Reading 17,800

Purchase Date MARCH 98
Dealers Name Feduke KIA
City Vestal State NY Zip Code
Engine Size CID/CC/L
No Cylinders
Turbo Diesel Gas Fuel Injection
☒ New ☐ Used

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000 Part Name(s) ENGINE Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement
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

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)

CONSUMER CONTACTED THE DEALER IN REFERENCE TO RECALL NUMBER 99V325000/ ENGINE STALLING. DEALER INDICATED THAT PARTS HAVE YET TO BE RECEIVED FROM MANUFACTURER. PROBLEM HAS YET TO BE CORRECTED. *AK

Tues MARCH 21st have not heard from Feduke ~~about~~ about parts being in. they said they would call me. I don't feel very safe driving this car with the problems the letter states.

CONTINUE ON BACK IF NEEDED

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

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

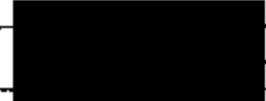
MANUFACTURER/TIRE NAME

SIZE

* 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)

I feel KIA nor the Dealer Are helping me at all.



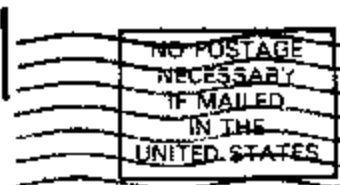
U.S. Government Printing Office: 1995 — 625-200

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



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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590





February 25, 2000

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

Dear Kia Sportage 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 1997, 1998 and 1999 Sportage models. Poor connections may exist in the fuel injection wire harness circuit that could cause the engine to 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