

10115127

205 771-1144 49 Wellerby MA

Tel

Fax

e.mail:

February 26, 2005

Dr. Jeffrey Runge
Administrator
NHTSA
400 Seventh Street S.W.
Washington DC 6590

Dear Mr. Runge,

The writer is enclosing my latest letters to *Kia Motors of America* and Exhibit of problems that I have had with my very unsafe vehicle.

I am a seventy-year old man and when I purchased this vehicle I planned on having it for the rest of my driving life.

However, I am so concerned for my safety that I do not drive it very far fearing the worst possible consequences from ongoing defects.

When the two engines failed it stopped dead in the middle of major highways. In the first instance I was able to coast the vehicle to the breakdown lane on busy I-93 South at dusk, seventy five miles from home. In the second instance, if the driver of a cement mixer truck had not the presence to stop in time behind me and had, instead hit my vehicle from behind, I could have been severely injured or even killed.

I hope that with some intercession that *Kia of America* will replace this vehicle with a current model of same.

Automobile Manufacturers should not get away with selling poor quality and dangerous vehicles to the American consumer.

Sincerely yours,

RECEIVED 3/1/05

11:41 AM - 9:00 AM

EXHIBIT 3/1/05

Answer
3/14/05

EXHIBIT A

<u>FAILURE</u>	<u>MILEAGE</u>
Radio	768
Battery	13,631
Front Brakes	15,962
Sensor Knock	16,910
Exhaust System	18,524
Air Conditioning	21,124
COMPLETE ENGINE REPLACEMENT	22,488
Valve Cover Gasket	26,512
Front Wheel Bearings	26,512
Drive Belts Out of Tension	26,512
Cruise Control	26,512
V Belts Replaced	28,679
Valve Cover Gasket	33,401
Brakes and Rotors	33,618
Exhaust System	35,293
Valve Cover Gasket	38,135
Air Conditioning	39,259
COMPLETE ENGINE REPLACEMENT	39,411
Four Wheel Drive Defect Replaced	40,741
Defective Battery Terminals	42,287
Defective Idler Arm	42,287

Wellesley MA

Ref: 01/Kia/Sportage Vin KNDJA72 3215

[REDACTED]
Wellesley MA [REDACTED]
Tel [REDACTED]

February 26, 2005

Peter Butterfield
President & CEO
Kia of America
PO Box 5240
Irvine CA 92619-2410

Dear Sir,

Re: KNDJA 723215 [REDACTED] - 2001 Kia Sportage

To begin with please drop the slogan "Kia: It's about time everyone had a well-made car."

Kia is NOT a well-made car. I have added three additional defective parts to replacement defective parts now totaling 257. Since I have owned the automobile.

On December 20, 2004, I decided to replace all of the OEM tires on this vehicle. It was indicated that they had a 40,000mile life. Rather than replace one or two I decided to do all four tires at once and do a four wheel alignment.

When I attempted to start the vehicle it would not fire up. I called the service line and within a hour they came out and jumped the battery. For reasons I decided not to change the tires until the next day. On December 21, 2004, I again had to have a jump start and the wait, this time was three hours! I promptly went to *Boch Kia* and decided not only to get new tires but a new battery as well.

At *Boch Kia* it was discovered that the reason the battery did not fire up was due to DEFECTIVE BATTERY TERMINALS and not the battery hence two of three defects for the day.

Then it was discovered that I could not get a full alignment because the IDLER ARM WAS DEFECTIVE. This idler arm had to be ordered from the factory. I was waiting from December 21st. 2004 to February 24th. 2005.

The third defect for the day, these and similar incidents are the reasons why I am a prisoner of this vehicle.

If I had gone some distance from my home and the vehicle could not be restarted and my cell phone was dead, I would be unable to get help. Similarly if the defective idler arm had caused me to swerve, without any control, off the highway, I could have ended up in a life-threatening situation.

If it were in my power, I would have you and your executives spend the hours that I have had to wait in the florescent-lighted dealers' waiting rooms. It is catatonic; your senses are dulled; you look at the

floor and/or straight ahead; you are not aware of people coming or going; your eyes are open - but you have to be shaken awake by the service manager when the work is done, hours later.

A just punishment for you all, for selling such vehicles.

As soon as I can, I am also posting on *Craigslist* my experiences with this vehicle to reach seventy-eight American cities and cities worldwide.

Sincerely yours,



cc Consumer Protection

Attorney General, Commonwealth of Massachusetts, 1 Ashburton Place, Boston MA 021108
NHSTA, 400 Seventh Street, S.W., Washington, DC 20590, (att. Jeffrey Runge, Administrator)
J.D. Powers & Associates, Orange, CA
C.A.R.S., 926 J Street, Suite 522, Sacramento, CA 95814(att. Rosemary Shahan, Director)

Via Registered Mail

[REDACTED]
Wellesley Ma [REDACTED]

Tel [REDACTED]

Fax [REDACTED]

August 7, 2004

Peter Butterfield,
President & CEO
Kia of America
PO Box 5240
Irvine CA 92619-2410

RE: NEAR DEATH EXPERIENCE II
KNDJA 723215 [REDACTED]
2001 Kia Sportage

Dear Sir,

On July 22nd. 2004 the writer traveled to Boch Kia in Norwood, MA to recheck a non-functioning air conditioning unit which was repaired eight days previously. Such failure has happened four times in four years.

The vehicle stopped dead on a very busy US Route 1 South in Norwood, MA. This sudden stop caused a traffic tie-up and I was nearly rear-ended by a large Cement Mixer Truck. If this truck had not stopped in time but rather had hit my vehicle, I could have been severely injured and my vehicle could have sustained damage beyond repair.

I was able to restart the engine and limp into Boch Kia at which time the engine died and could not be restarted.

This vehicle required a completely new engine. This requirement after only 17,000 miles almost to the mile 22,488 v 39,411 on a new engine installed September 16th. 2002 less than two years ago when a similar incident happened at night on Route 93S in Manchester, New Hampshire - see my letter to you October 16th. 2002.

With this recent engine replacement and Kia's 100,000 mile warranty, and, assuming that a deficiency will occur again every 20,000, plus or minus, miles, warranty expense not to mention potential serious injury to me under such circumstance, will be quite costly to Kia.

I am 69 years of age and live on a fixed income. I dare not travel outside of 25 miles of metropolitan Boston because of my lack of confidence in this vehicle.

If more convenient and less expensive, I would travel by taxi or public transportation to shopping, medical appointments, family and civic affairs.

I AM A PRISONER OF THIS SITUATION!!!

I have this vehicle checked thoroughly every year with a Kia 61 point inspection. I change the engine oil every 3,500 - 4,000 miles intervals and indeed have all fluids checked during these oil changes.

I have owned and driven automobiles for 53 years and I am quite familiar with their upkeep and maintenance requirements.

I've NEVER experienced the number of defects in any vehicle as I've experienced in this vehicle. A vehicle that I purchased brand new.

If one counted all of the days in which this vehicle has been in the repair shop, these days would add up to over ONE MONTH.

Exhibit A outlines all the failures incurred by this vehicle and the mileage at the time of failure.

As you are aware this vehicle's history will follow it as long as it "survives" and it will have no value to me and/or subsequent owners.

I intend to follow this up and contact our local *Consumer Affairs Office* and our Local TV personalities: Susan Wornick and Shannon O'Brien, who address such matters publicly. As I've previously written to you, Kia should replace the vehicle with a current comparable product and thus do the right thing for a distraught Kia owner.

Copy of latest Engine Replacement enclosed. Copies of other work orders listed above available for your review.

Sincerely Yours,

[REDACTED]

cc Copies and Exhibits
J.D. Power
Consumer Reports
NHTSA
Attorney General, Commonwealth of Massachusetts
BBB Autoline