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NV5-200

[REDACTED]
Wellesley MA [REDACTED]

Tel. [REDACTED]

e.mail: [REDACTED]

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March 20, 2005

The Honorable Edward M. Kennedy
317 Russell Senate Office Bldg.
Washington DC 20515

The Honorable Barney Frank
2252 Rayburn H.O.B.
Washington DC 20515

The Honorable John F. Kerry
304 Russell Senate Office Bldg.
Washington DC 20510

Dr. Jeffrey Runge,
Administrator NHTSA
400 South Street SW
Washington DC 20590

Gentlemen,

Enclosed you will find a reply from *Kia of America* to my many letters along with an index of failures on my 2001 *Kia Sportage*. She states that "production criteria failures will sometimes occur". "Sometimes"! for me, the winter has been a nightmarish continuum including TWO COMPLETE CAR ENGINE FAILURES. In both instances it could have resulted in serious injury or death as these failures occurred, without warning, on major highways one at dusk and the other during the busy commuter rush at 9 a.m.

Recently a National Safety organization - *Institute for Auto Safety* - gave the *Kia Sportage* an extremely negative report. With its known history of failures the vehicle has no value to me.

This letter, therefore, petitions my Congressional delegation to create an auto safety regulation that: should an automobile's principal components, either an engine and/or transmission fail within the warranty period it must be replaced with a comparable unit or the consumer's monies should be refunded.

I hope that you all concur in this matter.

Sincerely yours,
[REDACTED]

cc Susan Crowell/National Consumer Affairs
Kia Motors of America
9801 Muirlands Road
Irvine CA 92618-2521

NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

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EXECUTIVE SECRETARIAT

Amman
3/24/05



KIA MOTORS

KIA MOTORS AMERICA, INC.
Corporate Headquarters
9901 Mulholland Blvd.
Irvine, CA 92618-2521
TEL: (949) 470-7000
FAX: (949) 470-2802

March 8, 2005

[REDACTED]
Wellesley, MA [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence to Kia Motors America, Inc.

The time and effort you took to express your viewpoints is appreciated. We apologize that your experience with your vehicle thus far has been less than you expected. It is unfortunate, but today's automobiles are very complex pieces of machinery and no matter how diligent manufacturers are in their engineering and production criteria, failures will sometimes occur. Kia Motors America's warranty is extremely comprehensive and any repair that is due to a defect in material or workmanship will be covered within the specified time period. This should keep the inconvenience to the customer to a minimum.

We have your comments on file in our office and appreciate your thoughtfulness in making us aware of the circumstances that prompted you to write. We again apologize for any hardship, or loss of faith, you may have due to your vehicle, but we are sincerely optimistic that the remainder of your driving experience will convince you that you do, in fact, own a "well made car".

If you have any questions or require additional assistance, please feel free to contact our Consumer Assistance Center at 800-333-4542.

It is through correspondence such as yours that we are able to improve our product and services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,

Susan Crowell
National Consumer Affairs
Kia Motors America, Inc.

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

[REDACTED]
Wellesley MA [REDACTED]

Ref: 01/Kia/Sportage Vin KNDJA72 3215 [REDACTED]