



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

6 22 AM 3:05
22-JUL-2005

Repository ☐

Reference No.
10129668

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City [REDACTED] State WV Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 7/22/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNDUP13184 [REDACTED] Make KIA Model SEDONA Model Year 2004

Date Purchased 03-SEP-04 Dealer's Name and Telephone Number HOMETOWN SUBARU KIA 304-265-1408 Engine: No. Cylinders 6 Fuel Type: Gas

Original Owner ☒ Dealer's City PROSPERITY State WV Zip Code 25909

Transmission Type ☒ Antilock Brakes Powertrain FRONT WHEEL DRIVE Vehicle Component Code 204000 WHEELS:CAP/COVER/HUB
AUTOMATIC ☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-JUN-2005 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e. parts repaired or replaced (and if old part is available).

DT: CALLER RECEIVED A RECALL NOTICE AND CAN'T GET THE WORK DONE. CALLER HAD THREE DIFFERENT APPOINTMENTS TO GET IT FIXED, AND ALL THREE TIMES THEY TELL HER THEY DID NOT HAVE THE PARTS. DEALER AND MANUFACTURER HAVE TOLD HER THEY COULD NOT GET THE PARTS. *AK

Received notice 6-14-05, called that day for repair. As of 8-2-05 parts have not come in.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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.



SAFETY RECALL NOTICE

Kia Motors America, Inc.
P.O. Box 62410
Irvine, California 92619-2410

June 13, 2005

Dear Kia Sedona Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic Safety Administration and Motor Vehicle Safety Act. Kia Motors America, Inc. has decided that a defect relating to motor vehicle safety exists in certain 2003-2005 Sedona models equipped with Alloy Wheels.

What is the problem and what can you do to operate your vehicle more safely?

- On certain 2003-2005 Sedona vehicles equipped with alloy wheels, produced between June 24, 2003 and October 29, 2004, moisture can accumulate around the rear hub caps causing damage to the outer wheel bearing, such an event can occur without warning and may cause a crash.

What will Kia do?

- Kia will replace the rear hub caps, at no cost to you, when you take your vehicle to your Kia dealership. Upon inspection, some vehicles will also require replacement of the rear outer bearings and/or Hub Assembly.

If you have incurred expense to remedy this defect prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Please contact the Kia Consumer Assistance number listed below for assistance in submitting your claim.

What should you do?

- Please call your Kia dealer to schedule a service appointment. The time required to repair your vehicle should be less than one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. Please present this notice when you arrive at the dealer.

Have you changed your address or sold your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

What if you are a vehicle lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you have other questions?

- If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. 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 their toll-free Auto Safety Hotline at 1-888-327-4236.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

Nat Hghwy Traffic Safety Adm.
Complaint # 10129688