

To: Kia Motors
NHTSA Headquarters

10134497

From:

Pikeville, NC

home

cell

work

Re:

1999 Kia Sephia
VIN# KNAFB1211X5
Mileage 94,500

Date: August 9, 2005

2005-08-18 AM 8:04

This letter is in reference to the dashboard of the above mentioned vehicle. It has become detached from the area where it meets the windshield. It is continuing to get worse, it has now raised up several inches. Yesterday while I was driving I detected a noise coming from the passenger airbag area, a kind of motorized noise. This concerns me and I am wondering if the movement of the dashboard will interfere with the airbag and set it off while I am driving.

I also own a 1997 Kia Sephia that had the same problem. The warranty also was out on that one but Kia repaired this vehicle at no cost to me. A co-worker, [redacted] also has a Kia Sephia that had the same problem and Kia also repaired her car. When I contacted my local Kia dealership (Deacon-Jones, Goldsboro, NC), they refused to repair my current vehicle, and when I called the 800 Kia customer service number I was also told Kia would not repair it as the warranty is out.

I don't understand why Kia would fix my other vehicle, and my co-workers', but not my current one when it is the very same problem. I feel something should be said for owner loyalty. I am also concerned that this seems to be a reoccurring problem with these Kia's. I am convinced this is a defect because my 1997 Kia never had a problem with the dash again once it was replaced. If this was due to the heat, as I was told by the man in the service department of Deacon Jones, then the replaced dash would also warp.

I am enclosing pictures so you can see the extent of the warp. Please disregard the date on the pictures, I don't know how to set the date on my digital camera.

If, by some chance, this warped dash does set off the airbag, I will pursue this even further. At this time I am simply requesting that this dash be repaired and I am voicing my concern over this being a defect, and a possible safety hazard.

Other than this, I find Kia's to be very dependable and economical. I am very satisfied with the performance of this vehicle but I sincerely hope the above concerns will be seriously addressed. Thank you for your consideration of this matter.

Edison
8/22/05





