

Jan 6, 2005

Add to

ODI #10139671

NATIONAL CONSUMER AFFAIRS MANAGER
KIA MOTORS AMERICA, INC
POB 52410
IRVINE, CA 92619-2410

2005 JAN 25 AM 9:26

please add/file
this to my
report-thanks

y

RE: 2004 Kia Spectra

VIN: KNAFB121945 [REDACTED]

OWNER: [REDACTED]

[REDACTED]
SNOHOMISH WA [REDACTED]
[REDACTED]

To Consumer Affairs Mgr, or Authorized Party (ies):

The purpose of this letter is to formally request either replacement of above vehicle, or repurchase of said vehicle. I make this request due to a serious transmission defect that has been recurrent in failure and has not been fixed after 6 reports to the dealer.

I purchased the Spectra on March 17, 2004, brand new. Within the first 10,000 miles the vehicle failed to accelerate from a rolling speed (of) 15 mph. This was reported to the dealer on Sept 3, 2004 when I brought it in for an oil change. To 'fix' the problem, I immediately pulled over, put the car in P (park), back into D (drive), and the problem appeared to have corrected itself. I was only mildly alarmed, I thought perhaps it was my imagination, and therefore didn't report the problem that day.

On December 2, 2004 I again brought the vehicle into the dealership to report that the transmission again appeared to slip into neutral (lingo I learned after discussing the problem with my spouse and the dealership the first report.) The personnel @ the dealership quite honestly were condescending toward me. After the service staff inspected my vehicle & discussed their inability to find anything wrong with the vehicle, I left feeling as if perhaps this was all my imagination. (I include this side bar because the transmission slipped a few more times before it became apparent, this problem was not going to correct itself, and it was indeed a recurring problem.)

January 4, 2005 I again brought the vehicle into the dealership to report the transmission had slipped. I gave a more thorough report of all indications I noted during the incident. I cited the increased RPMs. I was told they couldn't find anything wrong with the vehicle.

April 16, 2005. I brought the vehicle into the dealership yet again, to report that the transmission had slipped, this time I was in the middle of 4 - 6 lanes of heavy traffic, I was thankfully able to coast off the highway to a stoplight, where I could put the vehicle in P, then D which 'fixes' the problem. After inspecting the vehicle, dealership still unable to discover or fix the problem.

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October 21, 2005. I reported transmission slipping yet again, this time a part #95440-2z280 Unit Assembly – Cont EAT replaced. They hoped this would correct the problem.

December 3, 2005. Back to the dealership. I reported while driving (again on the highway, and in a middle lane), the transmission slipped. God-willing, I was able to continue coasting while signaling that I needed to move over to the shoulder of the highway. Once I put the car into P, then D, the problem was corrected. This time the dealership replaced the transmission, assuring me this 'should take care of the problem'.

December 19 – 21 (?). I called the dealership and spoke to Darrin in the service department. I reported that I was driving about 35 – 40 mph, and the transmission (you guessed it) 'slipped'. I noted to him I very, very gently depressed on the gas pedal to see if maybe this wasn't happening. I noted that the tac went up extremely high, almost into the red zone. Again, I very, very gently tapped on the accelerator, and noted that indeed the engine was revving high, but the transmission was not engaging. This was the second time a passenger was in the car and also noted that my car wasn't working properly. To resolve the problem, as usual, I pulled over, put the car in P, and then D, and the problem was corrected.

I have been patient beyond what should be expected. I have tried numerous times to resolve this. I have never had the joy, reliability, and stability of a new car. Based on all this history, I firmly request either replacement of or full reimbursement for my car.

If not for the transmission problem, I love my car. It is excellent on gas, generally drives beautifully, but is not, and has never been mechanically sound.

The dealership who has serviced my vehicle, where I have full documentation from (and where I purchased the vehicle) is:

Performance KIA
229 SW Everett Mall Way
Everett WA 98208

Please respond promptly. If you desire to call me during the day, my work # is [REDACTED]

Sincerely,

[REDACTED]

cc: Performance Kia
NHTSA ✓