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[REDACTED]
[REDACTED] Ellabell, GA. [REDACTED]

November 30, 2005

National Consumer Affairs Manager
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA. 92619-2410

re: KNAFBI [REDACTED]

2006 JAN -9 PM 8:27

Ladies and Gentleman:

I am concerned about the safety of the 2001 Kia Spectra. I purchased one on December 19, 2000. Since then, I have had a number of problems with the vehicle. Two weeks after I purchased the vehicle, my transmission needed to be replaced. A couple of months after that I needed another one. The following year or two, I had to replace a fuel pump and tail light assembly. But none of them frightened me more than an incident that happened to me on last week. On Nov. 22, I was traveling west on I-16 in Georgia at the mandated speed limit and my entire back windshield was sucked from my car. I had my 22-month-old son and seven year old niece in the back seat of the vehicle at the time. As you can imagine, Thanksgiving traffic was heavy on the highway. I was getting ready to cross the Ogeechee River Bridge; and so, there was nothing that I could do to prevent glass from flying back at the traffic behind me. This incident could have caused a major accident resulting in injury or death.

I called several auto glass installers and all of them say that my windshield should have never blown out. It is my understanding that windshields should remain in tack over the life of a vehicle if it has no collision or impact damage. My back windshield was an original windshield that has never had any collision damage. It never had even one crack in it.

My owner's manual explains that I have a 10-year 100,000-mile power train warranty. It even has a pamphlet on my tire warranty and airbag safety. I'm disappointed that you all don't consider windshields in your warranty plans or place a guarantee on them. Furthermore, it's disturbing that I had to pay a glass company to replace the windshield and they have a guarantee on a windshield that they purchased from you.

The glass technician that worked on my car took one look at the back windshield and said that the glue used to install the window was defective. The bond was not a good one. I have no peace of mind traveling in my vehicle. I commute on the interstate everyday. I'm afraid the steering wheel may loosen or that my wheel axles will give way during my daily commute. These things should not be a concern to consumers when purchasing a vehicle. The same is true for windshields.

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I called your customer service line the following day of the incident and to my shock the representative I spoke to seem to be indifferent to my claim. As a result, nothing was done to recall the windshield or reimburse me for my new windshield. I am disgusted by the fact that the safety of my family and others is not a concern to you. Please address this matter before someone gets hurt or loses more money.

Sincerely,

[REDACTED]

[REDACTED]

Kh

Cc:// NHTSA

U.S. Department of Transportation
Washington, DC. 20590

Enclosures

[REDACTED]
[REDACTED] Ellabell, GA. [REDACTED]

November 30, 2005

NHTSA

U.S. Department of Transportation
Washington, DC. 20590

re: KNAFB [REDACTED]

Ladies and Gentleman:

I am concerned about the safety of the 2001 Kia Spectra. I purchased one on December 19, 2000. Since then, I have had a number of problems with the vehicle, but none of them frightened me more than an incident that happened to me on last week. On Nov. 22, I was traveling west on I-16 in Georgia at the mandated speed limit and my entire back windshield was sucked from my car. I had my 22-month-old son and seven-year-old niece in the back seat of the vehicle at the time. As you can imagine, Thanksgiving traffic was heavy on the highway. I was getting ready to cross the Ogeechee River Bridge; and so, there was nothing that I could do to prevent glass from flying back at the traffic behind me. This incident could have caused a major accident resulting in injury or death.

I called Kia Motors America, Inc. customer service line the following day and to my shock the representative I spoke to seemed to be indifferent to my claim. As a result, nothing was done to rectify the situation or recall the windshield. I am disgusted by the fact that the safety of my family and others is not a concern to this car manufacturer.

It's scary to know that my back windshield was original and did not have any damage to it due to any car accidents. The windshield didn't even have any cracks. Presumably, the front windshield will do the same being since it was probably installed with the back one. And so, I ask that you investigate this on my behalf. I would hate for this incident to happen to someone else; they may not be so lucky.

Sincerely,

[REDACTED]
[REDACTED]

Kb

Cc:// National Consumer Affairs Manager
Kia Motors America, Inc.
P.O. Box 52410 Irvine, CA. 92619-2410

Enclosures

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**

statement on front says

No glass remains in windshield of glass opening.
Glass was sucked out of vehicle from vacuum
suction and completely missing at time of glass
installation.

82000

THE CHRONICLE

P.O. Box 3146 • Savannah, Ga. 31412-3146



NHTSA
U.S. Department of Transportation
Washington, DC 20590

