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

NCA Mgr

I drive a 2002 Kia Sedona.

Sunday July 8<sup>th</sup>, 2007 around 12 noon, I was traveling east on I-40 (west of Sallisaw, OK), when my cd player stopped and then my front wipers came on slamming from side to side as hard as they could like they were possessed, then my back wiper also came on. I pulled to the side of the interstate trying to figure what was happening. I thought it must be an electrical issue. The wipers stopped, (the control did not turn them on or off) no warning lights were on and engine sounded ok. So I proceeded just a short way (less than a mile, probably) when my signal lights both showed as on, on the dash panel. I again pulled to the side of the interstate and by the time I got pulled over the car was making a loud sound and all went dead.

I called roadside assistance and after about a 2 hr wait in upper 90 degree temperatures, the tow truck driver arrived. Fortunately, I was able to open the doors (windows would not roll down) not facing traffic and I had water with me. The van was so dead, he had trouble getting it out of park to put on the trailer, but finally he was able to get the release button engaged and load it. He said it must be the alternator causing an electrical spike, as that's all that could cause it to as I had described.

As it was Sunday, and the car dealer in Ft Smith, AR (closest one) was a gated lot, they had to tow my van to storage and take it to Bill White Kia on Monday. Fortunately, I was traveling alone, which meant my husband was home (Bella Vista, AR) and so he was able to come pick me up (about a 1 1/2 hr trip one way).

I spoke with them on Monday to find out the estimated repairs. **It was over \$2200**, as the alternator had spiked to the point of taking out the battery, the air bag controller, the sky roof motor, all outside bulbs, wiper motor, dash lamps, maybe more. It was there opinion that there should have been a regulator or something to prevent the alternator having such a spike and causing so much damage.

They also said they had a similar van in a couple of weeks earlier that had done the same thing as mine, only causing even more damage.

It took a week to get parts and repair my van. **The total repair cost was \$2426.88, a copy of the bill is included.** Plus 3hrs of missed work, and another trip to Ft Smith and back. My cd player is still locked up.

mc  
8/2/07  
cc

Having an alternator go out is one thing, having it do this much damage is another and certainly not normal. I believe there is a serious defect of some kind that caused this and as I said above, the Kia dealership had seen this same thing happen a couple of weeks before, so I do not think this was a one time issue with only my van. Due to this being a defect I believe I should be entitled to compensation for the repairs and possibly for my inconvenience and additional cost in traveling back and forth from Bella Vista to Ft Smith and back.

\* I also think this is a serious defect that could cause an accident. Fortunately, I was not in heavy traffic and was in the right hand lane and was able to safely pull over before my van completely locked up. But in heavy traffic or if needing to move across several lanes of traffic to get to safety, this could certainly cause an accident. Just having the wipers slamming so hard back and forth was very startling, and could cause someone to slam on their brakes or loose control.

My contact information is below.

Sincerely

[REDACTED]

[REDACTED]

Bella Vista, AR [REDACTED]

[REDACTED] h

[REDACTED] w

CC: NHTSA

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