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October 13, 2007

Kia Motors of America, Inc.  
PO Box 52410  
Irvine, CA 92619-2410

Dear Sir or Madam:

This letter is being sent to notify you of our continual disappointment (and fear) of driving in our 2006 KIA Sedona EX.

Since purchasing the vehicle in May 2006, we have encountered numerous serious problems. The purchase and all repairs and maintenance services have been performed by the Kia of Old Saybrook dealership located on Middlesex Turnpike in Old Saybrook, Connecticut.

Firstly, the passenger slider door has been attended to 3 times for opening while driving, repeatedly opening and closing while in park, or not fully closing with a sliver of daylight showing (vehicle provided no visual or auditory indication). Secondly, the starter was replaced (this required two repair visits). Thirdly, the *Air Bag* indicator light has been attended to on one visit, but continues to be an intermittent problem. Fourthly, the rotors on the front brakes were straightened on the first visit then replaced on a subsequent visit. On a third visit, the service department was advised of the problematic brake and accelerator performance, but no problems were revealed at the time of inspection. The following details the repair visits (these are in addition to the suggested vehicle maintenance visits and one visit to reverse the luggage rack, which was installed incorrectly; causing a loud whistling sound).

**Problem: Passenger slider (opening while driving, opening/closing repeatedly when in park, or not completely closing)**

- 09/27/06 (RO #22697) Cable assembly replaced.
- 10/04/06-10/05/06 (RO #22808) Door switch assembly replaced
- 09/13/07 (RO #28022) Could not verify complaint
- 10/2/07 (RO# 28308) Door Latch Assembly replaced

**Problem: Vehicle sporadically stalling and not starting (not turning over):**

- 02/07/07-02/08/07 (RO #24488) Found a short in the wiring harness under the passenger front seat.
- 02/16/07 (RO #24625) Replaced Starter Motor Assembly

**Problem: Brakes pulsating (after two repairs brakes are still not functioning properly; without changing foot pressure, an inconsistent burst of acceleration can occur while braking):**

- 05/01/07 (RO #25885) Removed front rotors and machined for straightness
- 09/13/07 (RO #28022) Replaced front rotors (out of round)
- 10/02/07 (RO#28308) No problems detected during test drive

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Problem: Car accelerates unexpectedly (without changing foot pressure, car sporadically accelerates then returns)

- 10/02/07 (RO #28308) Could not verify complaint. At this visit, the Service Manager advised vehicle owner that "the brake pedals are electronic and are not like the old days where you have to pump the pedal". Please note, while I do "remember the old days," I am well versed in driving a newer model vehicle and am fully aware of how a gas and brake pedal should feel and operate. Therefore, a short "burst" of acceleration while steadily applying the brake or gas pedal is *not* normal and is an indication of a serious problem with the vehicle.

Problem: *Air Bag* indicator light illuminated and *Passenger Air Bag Off* was not illuminated (no one and nothing in the front seat).

- 09/13/07 (RO# 28022) WCS Communication failure--Cleared code

Additionally, on 9/27/06, the rear sensors and rear caliper brake hose was also attended to.

The aforementioned merely details the visits for some of the problems with the vehicle. It does not specify the numerous other factors such as:

- The need to coordinate a ride home from/to the dealership to have the vehicle attended to (sometimes repeating a service not rectified the 1<sup>st</sup> time).
- The fear a child needs to 'cope with' when the sliding door is opening while driving or otherwise not functioning properly.
- The anxiety of having a car not start (in the middle of winter with a sick child) or stalling when driving a group of children.
- The panic while applying the brake and getting a quick burst of acceleration.
- Not feeling safe enough in the vehicle to take a long distance trip (i.e.: visit family).
- Being told by a Kia employee, "I know what I would do if my wife were driving this vehicle" and then elaborating on other "safer" manufacturers.
- The time and effort it takes to communicate and follow-up with the poorly managed dealership staff to relate the problems encountered with the vehicle and being "passed around" from one employee to another.

Please note, we purchased the Sedona based on the terrific safety ratings. We have *never* felt more *unsafe* in a vehicle in our lives. The vehicle's unpredictability and frequent needs for repair are extremely disconcerting (and inconvenient). Existing problems include inconsistent bursts of acceleration while depressing the accelerator or the brake pedal. In addition, on 10/08/07 the *Air Bag* indicator light illuminated while driving. When the vehicle was restarted, the *Air Bag* light was not illuminated.

Although we have attempted to rectify the vehicle's problems through the dealership, we believe that our family's safety is at risk. Therefore, we request your prompt assistance in providing a remedy for the unpredictability of this vehicle.

Sincerely,

  
cc: Council of Better Business Bureau  
National Highway Traffic Safety Administration  
J.D. Powers and Associates