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[REDACTED]  
Poughkeepsie, NY [REDACTED]  
[REDACTED]

October 3, 2007

By Fax: [REDACTED]

Kia Motors America, Inc.  
Consumer Assistance Center  
Kia Motors America, Inc.  
PO Box 52410  
Irvine, CA 92619-2410

Re: 2002 Kia Sedona, VIN: KNDUP131226 [REDACTED]

To Whom It May Concern:

On September 18, 2007 the ABS light when on and the alert bell sounded. I took the vehicle to my local mechanic. The mechanic discovered an ABS control module reprogram notice posted on the internet. I contacted Kia customer service to see if my car was covered under this recall and found out it was not and was also advised at that time that my vehicle is no longer under warranty. The Kia dealership from which I purchased my car has gone out of business and the closest Kia dealerships from my home are at least one hour away. I brought the car back to the mechanic to see if he could repair the car because it would not be covered by the recall, was outside warranty and the closest dealership was one hour away. The mechanic was not able to repair the car because Kia would not release computer information necessary for diagnostics. I called the Danbury, CT Kia dealership to schedule an appointment and to see if they could arrange for shuttle service to the Brewster train station so that I could get to work in New York City. They told me I would have to drive to Danbury (over an hour east of my house), and they would drive me to Brewster (about 1/2 hour away from dealership) and at the end of the day I could have the shuttle pick me up at station and bring me to dealership - a total of 3 hours of driving to and from the dealership to have my car repaired. I called the Kia dealership in the Bronx and they told me they could not schedule an appointment for this repair. I called the Long Island City dealership and they could not fit me in until November. Finally, I scheduled an appointment for last Thursday at Curry Kia in Yorktown Heights (one hour south of my home). Before my appointment, the headlights on the car blew and on the morning of my appointment, it was raining. New York State you must drive with the headlights on when using windshield wipers. I had to cancel the appointment at Curry Kia. I brought the car back to my local mechanic to repair the headlights so that I could drive the vehicle to Curry Kia for the appointment now scheduled for tomorrow. On Monday night, the headlights blew again and tomorrow it is expected to rain which will mean I cannot drive my car to be fixed - again.

Yesterday, I researched the internet to see if I could gather any information on the problems I've been experiencing with my Kia Sedona. As it turns out, a "Google" search revealed many other

AA  
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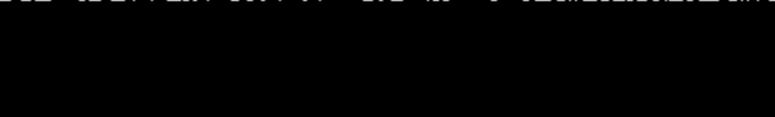
Sedona owners with many similar problems I'm having with my Sedona which ultimately turned out to be a faulty alternator and in some cases the alternator went into overload causing the car to cease, the battery explode and totaling the car. The search revealed similar problems with the ABS light, the air bag light, the head lights blowing out and having to replace the belts (which I just did in August) and the battery (which I replaced recently). I've experienced intermittent shocks from the ignition panel if my finger touched the metal while turning the key – noted on the internet and mentioned to the now out of business Kia dealership when brought in for oil changes in the past. My air conditioner has been running low – mentioned on internet. And still I have what may be a serious issue with the ABS problem noted in the recall where the vehicle experiences difficulty stopping at slow speeds – which I have and I've complained to the now out of business Kia dealership in the past.

If it's the ABS, my car is unsafe and I'm forced to drive an hour away to the nearest dealership with faulty breaks. Or more pressing at this time, it appears that my car may have a faulty alternator which may cause my car to cease while driving to have the car repaired and if it's raining tomorrow – I will have to cancel my appointment again.

I need my car to be fixed and all I'm asking of Kia is either (1) provide me with roadside assistance and tow the vehicle to Yorktown Heights so that I don't break down while driving, or kill myself or someone else or (2) release computer diagnostic information to my local mechanic so that I can have the vehicle repaired. If I drive the car, I am at risk of totaling the car because of either the alternator or because of faulty breaks.

Perhaps so many Kia dealerships would not be going out of business if Kia provided better customer support. If Kia cares about customer satisfaction, perhaps someone at Kia should "Google" the internet themselves to read the overwhelming complaints of unsatisfactory customer service.

I spoke with Wes Noonan this morning and he advised me that he would be getting back to me by day's end with regarding to having my car towed to Curry Kia.

  
cc: National Highway and Safety Administration, Washington, DC  
Better Business Bureau, Mid-Hudson, White Plains, NY  
Better Business Bureau of the Southland, Colton, CA

By fax: 949-470-2801

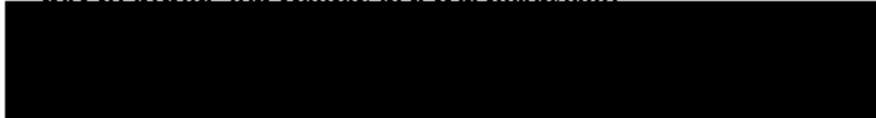
Addendum to letter to Kia Motors America, Inc. (attached)

Faxed on 10/3/07 at 11:05

A voicemail message was left on my phone at 12:50 from Wes stating Kia is not able to offer towing due to the fact that the vehicle is out of warranty.

No consideration has been made for the fact that the 2003 Sedona recall may relate to my car, the vehicle is just 3,000 miles above the warranty; the car was purchased in good faith at a local dealership and I, as a consumer, am being penalized for the dealership going out of business; complaints about the battery and brakes that had been made to the Kia dealership while the vehicle was under warranty were neglected and not properly diagnosed for which I was told by Tom (a customer service supervisor) is "not [Kia's] fault" that the dealership did not properly fix the problem then and there is no way to verify my complaints because the dealership no longer exists. So Kia the company is not accountable for Kia dealerships? Kia the company is not accountable to its customers and their satisfaction. And most importantly, Kia the company is not accountable for the safety of their customers and others on the road.

Kia has been put on notice that the vehicle is unsafe to drive to the closest dealership and has offered no relief by way of allowing my local mechanic access to computer diagnostics or by way of towing the vehicle to a Kia dealership

  
cc: National Highway and Safety Administration  
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