

2

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

✓ Why has this been
closed? Nothing has
been done.

Need follow-up

(a)

[REDACTED]

or via email.

Problem has gotten worse.

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Case Escalation

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NHTSAHotline@telesishq.com to me

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: COMPLAINT
Case Number: 362083

Escalation: None **Status:** Closed
Date: 2011-06-27 **Time:** 09:24:20
Creation Date: 2011-06-21 **Creation Time:** 10:26:23

Description:

Entered on 06/27/2011 at 09:24:20 EDT (GMT-0400) by Monica White:

Entered on 06/21/2011 at 10:26:23 EDT (GMT-0400) by Nicole Wright:

TL- THE CONTACT OWNS A 2004 KIA SEDONA. THE CONTACT STATED THAT WHILE WHEEL LOCKED UP; MAKING IT DIFFICULT FOR THE CONTACT TO TURN THE WHEEL THEN ACCELERATED THE GAS FOR THE STEERING WHEEL TO UNLOCK. THE DEALER THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE WAS NOT 61,000. NW

Entered on 06/21/2011 at 10:26:23 EDT (GMT-0400) by Nicole Wright:

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Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Address: [REDACTED]
City: BRIGHTON **State/Province:** MA Massachusetts
Zip: [REDACTED] **Country:** United States
Phone: [REDACTED] **Email Address:** [REDACTED]
NHTSA ID: 299275 **ODI #:** 10407682

* Please add jerking + hiccuping
to this complaint.

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* Problem with steering has
worsened.
Significantly.

(grandmother)
mail/?ui=2&view=bsp&ver=ohhl4rw8mbn4

6/27/2011

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When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

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Contact Information:

Phone: [REDACTED] **NHTSA ID:**
299275

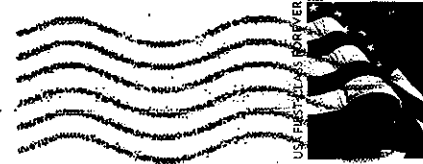
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[REDACTED] (grandmother)

Brighton, MA

BOSTON MA 021

27 JUN 2011 PM 18 T



Office of Defect Investigation
1200 New Jersey Ave SE
Washington, DC 20590

