

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



NOV 2 2011

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10432867**.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN):

KNALD124165 [REDACTED]

Make / Model / Year:

KIA AMANTI 2006

2. Incident Information

Approximate Incident Date:

10/08/2011

Failure Mileage:

27,200

Speed:

25 (mph)

Failed Component(s):

Unknown or Other

Fire:

No

Crash:

Yes

Persons Injured:

Deaths:

Description:

CV AXLE SEPARATED FROM TRANSMISSION

3. Personal Information

Name:

Email:

Daytime Phone:

Evening Phone:

Address1:

Address2:

City, State, Zip:

HAMPSTEAD, NC [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405

CUSTOMER NO. 23378	ADVISOR ENRIQUE	TAG NO. 375	INVOICE DATE 10/24/11	INVOICE NO. K1CS18603
HAMPSTEAD, NC	LABOR RATE	LICENSE NO.	COLOR DARK BLUE/G	STOCK NO.
	YEAR / MAKE / MODEL 06/KIA/AMANTI/4DR SDN AT	MILEAGE 27,223	DELIVERY DATE 06/29/06	DELIVERY MILES
	VEHICLE I.D. NO. K N A L D 1 2 4 1 6 5	SELLING DEALER NO. MN011C	PRODUCTION DATE 05/23/05	
	R.T.E. NO.	P.O. NO.	R.O. DATE 10/17/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 27223	

JOB# 1 CHARGES-----

LABOR-----
JOB# 1 10K12001 DRIVEABILITY CONCERN TECH(S) 271 315.00

CUSTOMER STATES- SOMETHING CAME LOOSE IN FRONT END
FOUND BALL JOINT AND PASSENGER FRONT AXLE HAS COME LOOSE
REPLACED PASSENGER BALL JOINT AND PASSENGER FRONT AXLE
TO FIX CUSTOMER COMPLAINT AND VERIFIED REPAIR

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
	1	49500-3F750	SHAFT ASSY-DRIV		WARRANTY
	1	51768-3F700	NUT		WARRANTY
	1	51760-3F000	BALL JOINT		WARRANTY
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----
LABOR 315.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 315.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	MAENV	ENVIRONMENTAL IMPACT FEE		6.30
JOB # A	SUPPLIES	SHOP SUPPLIES/HAZ WASTE DISPOSAL		20.00
TOTAL - MISC				26.30

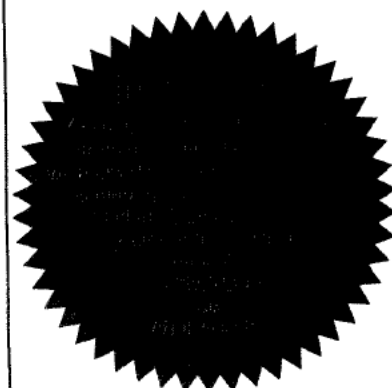
TOTALS-----

SOMETIMES, KIA WILL SEND A SURVEY TO OUR CUSTOMER IN ORDER
TO GATHER YOUR OPINIONS CONCERNING YOUR MOST RECENT
SERVICE VISIT. WE SINCERELY HOPE THAT YOU WERE
COMPLETELY SATISFIED AND THAT YOU WILL SHARE YOUR COMMENTS
WITH OUR MANUFACTURERS BY FILLING OUT ANY SURVEY YOU MAY GET
IF FOR ANY REASON YOU ARE LESS THAN COMPLETELY SATISFIED,
PLEASE DON'T HESITATE TO CALL US. WE LOOK FORWARD TO SEEING
YOUR COMMENTS ON OUR NEXT REPORT!

TOTAL LABOR....	315.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	26.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	341.30

AGAIN!! THANKS FOR YOUR BUSINESS. WE VALUE YOU AS A CUSTOMER

CUSTOMER SIGNATURE



SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle (10% of labor charge) which includes cleansers, special tubes, shop towels, etc. These supplies are available for your inspection upon request.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, STEVENSON KIA hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and STEVENSON KIA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

October 26, 2011

John Crowe
VP Service
Kia Motors America Inc.
111 Peters Canyon Rd.
Irvine, CA 92606-1790

I write to make you aware of a Kia quality defect and to request reimbursement \$341.30 repair bill.

I own a 2006 Kia Armanti. While driving the vehicle on October 8, 2011, the CV axle completely separated from the transmission at the passenger side front tire. I lost control of the vehicle and it skidded to a stop, crossing into the next lane. I was extremely fortunate to be driving in a rural area and there was no on-coming traffic at the time.

Related, the mechanical malfunction and skidding damaged the front bumper and fender. Estimates to repair the body work is \$450.00. I have a \$100 insurance deductible that must be paid.

The vehicle has only been driven 27,200 miles. The warranty, expired in June, was 5 years/60,000.

The service repair shop representative at Stevenson Kia Wilmington, NC indicated they have never seen this type of mechanical malfunction for a vehicle with so few miles and otherwise in excellent condition. The same opinion has been given by my Nationwide Insurance claims adjuster.

I am 77 years old. My husband, who passed away last year, purchased this Kia so that I would have dependable, quality transportation. I live on a retired fixed income.

I complained to Stevenson Kia Wilmington about this malfunction. The customer service manager said he called the district representative and all they (Kia) could do was replace the parts. However, Stevenson Kia Wilmington required that I pay for the labor. Certainly, YOUR local dealer could have incurred the service repair cost to achieve customer satisfaction. The bill is attached.

Under these conditions, I ask Kia Motors America to stand behind its commitment to total quality and reimburse me the \$341.30. plus \$100 for a total of \$441.30.

[REDACTED]
Hampstead, NC [REDACTED]
[REDACTED]

Copy: The Office of Defects Investigation (ODI), National Highway Traffic Safety Administration



Hampstead, NC

COASTAL CAROLINA AREA

NC 285 3 T

28 OCT 2001 PM



NHTSA
Office of Defects Investigation
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

