

 <p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b>                  DOT Auto Safety Hotline</p> <p>U.S. Department of Transportation                  National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>Date Received                  AUG 23 2012                  16-JUL-2012</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No.                  10465888</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City MARSHALL TOWN</p>	<p>State IA</p>	<p>Zip Code [REDACTED]</p>	<p>Evening Telephone Number [REDACTED]</p>
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                  KNDMB233566 [REDACTED]</p>		<p>Make KIA</p>	<p>Model SEDONA</p>
<p>Date Purchased                  12-14-06</p>	<p>Dealer's Name and Telephone Number                  DES MOINES IMPORTS 515 270-0706</p>		<p>Model Year 2006</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City GRIMES</p>	<p>State IA Zip Code 50111</p>	<p>Engine: No. Cylinders 6 Fuel Type: GAS</p>
<p>Transmission Type AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes  <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: Incident Date(s) 15-FEB-2008</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: LIGHTING (PWS)</p>		<p>Failure Mileage 2000</p>	<p>Failure Speed</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b>                  (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>                  Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>			
<p>TL* THE CONTACT OWNS A 2006 KIA SEDONA. THE CONTACT STATED THAT THE HEADLIGHTS FAILED. THE CONTACT HAD THE LIGHT BULBS REPLACED BUT THE FAILURE RECURRED SEVERAL TIMES. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR INSPECTION AND WAS ADVISED THAT THE HEADLIGHTS HAD BURNED OUT. THE MANUFACTURER WAS NOTIFIED AND THEY INFORMED THE CONTACT THAT THE WARRANTY WAS CLOSED AND PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS 2,000.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>			

August 8, 2012

Ref No: 10465888 2006 Kia Sedona

My wife and I purchased a 2006 Kia Sedona from Kia of Des Moines (now d/b/a Des Moines Imports, Grimes, Iowa) on December 14, 2006. On February 6, 2008 we were driving our Kia from our home in Iowa to Daytona Beach, Florida. That evening, while entering northern suburbs of St. Louis, MO, both low-beam headlights went out. We were able to use high-beams and fog lamps and took the first exit on U.S. Highway 61 and pulled into a gas station. Since both headlights went out at the same time, I assumed a fuse must have blown. I checked all the fuses in the passenger compartment and under the hood that I was able to find and didn't find a blown fuse. Without headlights, we had no choice but to spend the night at a hotel at that exit and hope to find a Kia dealer in the morning.

In the fourteen months that we owned the Sedona to that point, I believe I replaced one or two low-beam headlight bulbs at home, not realizing there was a problem until the issue in Missouri.

On the morning of February 7, 2008, I contacted a Kia dealer in St. Peters, MO and described the problem to the service department. We drove to the dealership and met with the service manager and a service employee. I described the fact that both low-beams went out at the same time and explained that I thought it had to be a fuse problem but I couldn't find a blown fuse. The Zieser Motors employees told me that they would probably find that both bulbs had burned out and the fuses would probably be fine. They told me that they had recently seen other new Kia Sedonas with some type of electrical problem that was blowing out both headlights but no one had been able to find the problem at that point. They checked the van and discovered that both bulbs were in fact burned out. They replaced the bulbs under warranty and did nothing to find the cause. We continued to Florida.

After returning to Iowa we continued experiencing low-beam headlights burning out repeatedly, one at a time on both sides. We took the van to Kia of Des Moines/Des Moines Imports multiple times about the headlights but we were always told that "headlights burn out. They're a wear-and-tear issue". We attempted to get them to understand that it was happening too often to just be lights burning out and again reminded them that both had gone out at the same time in Missouri. They refused to take any action to attempt to find a problem.

At a point in 2010 we began experiencing multiple front corner light/turn signal bulbs burning out. Sometimes both would burn out at the same time but most times it would only be one at a time. Within a six month period, I replaced approximately eight front corner/turn signal bulbs and this new addition to the problem was reported to the service manager at the Des Moines Kia dealership. During the September visit to the shop, they replaced with corner/turn signal bulbs and refused to cover it under warranty. We later discovered that Kia of Des Moines/Des Moines Imports only made a record of our numerous headlights and corner light/turn signal failures and complains twice, once on June 17, 2010 and again September 25, 2010. They replaced a few bulbs at their shop but I replaced most of them myself since we live more than fifty miles from the dealership. They were notified as to the number of bulbs I was replacing myself.

When we were unable to get any help with the problem from the Des Moines dealership and we were nearing the time that our electrical warranty would expire, I filed a complaint with the Kia corporate office in California. I explained to Kia that, I believed there had been between fifteen and twenty headlights burned out to that time and there was obviously an electrical issue as the St. Peters, MO shop had stated. I only received a reply from Kia stating that headlights are a wear-and-tear item and they burn out on occasion. They told me that they didn't show any record of our issue being reported to any Kia dealership. Iowa or Missouri and they had no other reported issues with Sedona lights. I questioned them about information I had found when I Googled Kia headlight problems on the Internet and found lots of entries from people who had reported repeated headlight failures on Sedona vans and were

getting no assistance from Kia. The Kia representative told me she had no knowledge of others having headlight issues.

We have begun the process of moving from Iowa to the Phoenix, Arizona area during the past year and the Sedona was driven to Arizona. During a ten-day period in January 2012, three low-beam headlights burned out. I took the van to Salazar Kia in Avondale, AZ and explained the problem in detail. I told them that there was one low-beam light out at the time and more than twenty-five headlights had burned out on the van. Their service department told me that headlights burn out at times and our van was past its warranty period. I explained to them that the headlight problem had been going on since the van was nearly new and had been reported numerous times to the dealer in Des Moines and to the Kia corporate office. This was when we found that the issue had only been entered into the Kia computer system twice in Des Moines and not at all in Missouri. They said they didn't see any record that headlights had been replaced in St. Peters, MO or a file created with Kia.

I contacted Kia's corporate office in California again and questioned them about the complaint I had filed months before about the headlight issue. They confirmed that they did have a file on my complaint and asked me how many miles were on the van at the present time. When I gave them the mileage, they informed me that the warranty had expired for electrical issues. I told the person that I was sure it had since everyone at Kia, dealerships and the corporate office, had never taken the issue seriously. I insisted that some action be taken under warranty since the issue had been reported to the selling dealership numerous times, a Missouri dealership and the corporate office, well before the warranty expired and nothing was done to correct the problem.

After weeks of discussion with the corporate office and Salazar Kia, the service manager at Salazar finally agreed to check the van's electrical system. He stated that if they were able to find an issue with the electrical system and were able to take some type of action, the work would be covered under warranty. Otherwise they would charge me in excess of \$100 for the analysis. When I was informed the van was ready to be picked up, I was told that technicians at Kia had instructed employees at Salazar Kia to upgrade the grounding cables to the headlight assemblies, creating a better ground for the headlight system. They told me that they had completed that work and handed me a bill for the labor. After more discussions with management of Salazar and Kia's corporate office, the work was covered under warranty.

Within a few days of their work on the grounding cables, more headlights burned out, one at a time. Shortly after returning to Iowa at the end of June, 2012, both low-beam headlights burned out at the same time again. Other than short trips across town during the day, the van has been parked in our garage since that time because we're afraid to drive it at night and the costs of replacing more bulbs. This is obviously a serious safety issue and Kia denies there's an issue at all. I believe we have replaced either twenty-seven or twenty-eight headlight bulbs that have burned out.

[REDACTED]  
[REDACTED]  
[REDACTED]  
Marshalltown, Iowa [REDACTED]  
[REDACTED] [REDACTED]

8-8-12



CUSTOMER #: 7522998

86739



\*INVOICE\*

1650 S.E. 37th St., Grimes, IA 50111
Sales (515) 270-0706 Service (515) 727-1813
Parts (515) 727-1815
Toll Free: (866) 412-0152 FAX: (515) 727-1820
desmoinesimports.com
service@desmoinesimports.com

MARSHALLTOWN, IA
HOME:
BUS:
CONT:N/A
CELL:

PAGE 1

SERVICE ADVISOR: 1306 CODY PUTNEY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a blue 2006 Kia Sedona with VIN KNDMB233566 and 47968 miles.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like oil change and filter replacement with associated costs.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Shows costs for headlight bulb replacement (12.00) and oil change (0.00).

47968 BURNT DRIVERS SIDE HEADLAMP BULB. REPLACED DRIVERS SIDE LOW BEAM WITH CUSTOMERS BULB.
DID YOU KNOW THAT WE OFFER COMPLETE CAR CLEANING SERVICES? OUR PROFESSIONAL DETAILERS CAN MAKE YOUR VEHICLE LOOK LIKE NEW AGAIN! PLEASE ASK YOUR SERVICE CONSULTANT FOR MORE DETAILS.

Summary table with columns: HOURS OF OPERATION, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes labor amount of 12.00, parts amount of 0.00, and a total of 12.72.

CUSTOMER #: 7522998

91985



\*INVOICE\*

1650 S.E. 37th St., Grimes, IA 50111
Sales (515) 270-0706 Service (515) 727-1813
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Toll Free: (866) 412-0152 FAX: (515) 727-1820
desmoinesimports.com
service@desmoinesimports.com

MARSHALLTOWN, IA
HOME:
BUS:
CONT:N/A
CELL:

PAGE 1

SERVICE ADVISOR: 1289 MATTHEW BULS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: BLUE, 06, KIA SEDONA, KNDMB233566, 52036/52036, T7494.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Values: 15DEC06 DL, WAIT 25SEP10, 0.00, CASH, 25SEP10.

Table with columns: R.O. OPENED, READY, OPTIONS. Values: 13:18 25SEP10, 14:56 25SEP10, STK:67634 ENG:3.8 Liter.

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Values: A OIL, LUBE AND FILTER CHANGE, INCLUDES MULTI-POINT INSPECTION.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Values: 11.95, 8.00, 0.00, 19.95.

52036 LOF
\*\*\*\*\*

Table with columns: B CUST REQUESTS BOTH FRONT SIDEMARKER BULBS, BULB REPLACED 2 FRONT SIDEMARKER BULBS. Values: 7.20, 24.00, 0.00, 31.20.

52036 REPLACED PEANUT MARKER BULB IN BOTH FRONT HEAD LAMP ASSEMBLY
\*\*\*\*\*

Table with columns: C PERFORM MULTI-POINT INSPECTON, 99P PERFORM MULTI-POINT INSPECTON. Values: 0.00, 0.00, 0.00, 0.00.

52036 MPI
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DID YOU KNOW THAT WE OFFER COMPLETE CAR CLEANING SERVICES? OUR PROFESSIONAL DETAILERS CAN MAKE YOUR VEHICLE LOOK LIKE NEW AGAIN! PLEASE ASK YOUR SERVICE CONSULTANT FOR MORE DETAILS.

Table with columns: HOURS OF OPERATION, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes service hours and a summary of charges totaling 58.29.

# Salazar Kia



10685 W. Papago Fwy.  
Avondale, Arizona 85323  
Phone (623) 298-1200  
www.salazarkia.com

CELL: [REDACTED]

CUSTOMER NO. <b>48935</b>	ADVISOR <b>JORGE DIAZ</b>	TAG NO. <b>1476</b>	INVOICE DATE <b>01/06/12</b>	INVOICE NO. <b>K1CS73354</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>68,378</b>	COLOR <b>BLUE/</b>
<b>GOODYEAR, AZ</b>	YEAR / MAKE / MODEL <b>06/KIA/SEDONA/4DR LWB LX</b>	DELIVERY DATE <b>12/15/06</b>	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. <b>K N D M B 2 3 3 5 6 6</b>	SELLING DEALER NO.	PRODUCTION DATE <b>04/17/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>01/04/12</b>	REPRINT# <b>1</b>

MO: 68416

**LABOR & PARTS**  
**# 1 08K1Z01 ELECTRICAL CONCERN TECH(S):1451 0.00**  
 CUST STATES FRONT HEADLAMPS BULBS KEEP BURNING OUT  
 LOSS OF GROUND TO LOW BEAM BULBS.  
 PER TECHLINE CHECK CHARGING SYSTEM FOUND TO BE 14.96 VOLTS  
 FOUND RIGHT SIDE LOW BEAM BULB BURNT REPLACED WITH CUST.  
 CHECKED GROUNDS AND ARE FINE ADDED GROUNDS TO LOW BEAM  
 SYSTEM AND ALL WORKING TO SPECS. AT THIS TIME.CASE#T2217441

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			<b>JOB # 1 TOTAL PARTS</b>	<b>0.00</b>
			<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>

**# 2+23K1Z01 BODY CONCERN TECH(S):1451 WARRANTY**  
 PERFORM CAMPAIGN SA058 REAR DOOR LATCH REPLACEMENT  
 PERFORMED SA058, CAUSAL P/N81410 4D000 LO=100069R0 LT=.8  
 N94 C15

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
<b>JOB # 2</b>	<b>1</b>	<b>81410-4D000QK</b>	<b>LATCH ASSY-RR D</b>	<b>0.00</b>
			<b>JOB # 2 TOTAL PARTS</b>	<b>0.00</b>
			<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>

**TOTALS**

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 04/04/2012 / 387 MI 01K1ZLOF LOF SERVICE \*

CASH.....	CHARGE.....	CHARGE#.....	TOTAL LABOR....	0.00
CHECK.....	CHECK#.....	DISCOVER.....	TOTAL PARTS....	0.00
AMEX.....	VISA.....	MASTERCARD.....	TOTAL SUBLET...	0.00
FIDELITY.....	CNA.....	CASHIER INITIALS.....	TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ALL ACCOUNT(S) THAT REACH 60 DAYS LATE ARE SUBJECT TO A \$10.00 LATE FEE. FINANCIAL RESPONSIBILITY: I FURTHER AGREE TO PAY ALL FINANCE CHARGES, COLLECTION COST, ATTORNEY FEES, AND ANY OTHER COST THAT MAY BE INCURRED TO ENFORCE COLLECTION OF ANY AMOUNT OUTSTANDING.

CUSTOMER SIGNATURE

REC'D JAN 06 PAID

WARRANTY - This warranty is provided for your vehicle. WASTE DISPOSAL and other fees used on your vehicle apply to supply items such as: oil, filters, washers, tires, plus, computer, shock, oil, wiper, wiper blades or cleaner, fluids, etc. This cleaner, with other products, is

THE ONLY WARRANTY APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER FOR ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.