

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Upload to VOQ 10515794
Date: Tuesday, October 22, 2013 9:33:04 AM

From: Chan, Steve (NHTSA)
Sent: Thursday, October 17, 2013 11:14 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: Upload to VOQ 10515794

From: [REDACTED]
Sent: Sunday, October 06, 2013 7:54 PM
To: Chan, Steve (NHTSA)
Subject: RE: Your report to NHTSA; ref: 2006 Kia Sedona Control Arm

Mr. Chan-

My apologies for responding to your inquiry so late.

I am attaching the pictures I have of the control arm. Also, I am attaching a picture of the repair invoice. We do not have the old parts in our possession.

Please let me know if I can provide any additional information.

Regards,

[REDACTED]

From: Steve.Chan@dot.gov
To: [REDACTED]
Subject: Your report to NHTSA; ref: 2006 Kia Sedona Control Arm
Date: Thu, 29 Aug 2013 14:23:11 +0000

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

“THE DRIVER SIDE CONTROL ARM BROKE IN HALF AS THE VEHICLE WAS SLOWING TO A STOP (10-20 MPH) AT A TRAFFIC LIGHT. VEHICLE COULD NOT BE DRIVEN AFTER THE INCIDENT. AFTER INSPECTION, IT WAS DETERMINED THAT THE CONTROL ARM HAD RUSTED THROUGH AND FAILED. ALL REMAINING CONTROL ARMS WERE INSPECTED. IT WAS FOUND THAT THE PASSENGER SIDE FRONT CONTROL ARM WAS ALSO IN NEED OF REPAIR BEFORE AN EVENTUAL FAILURE WOULD OCCUR.”

To help us evaluate the matter, please email me a copy of the repair invoice and any pictures you might have

taken of the control arm(s). If you have and don't need the old parts, could we send you a postage-free self-addressed stamp for you to ship them here?

Did you notice any steering problem or unusual noises before discovering that the control arm broke?

Thank you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA

















SUTHERLAND SERVICE CENTER

3830 MONROE AVENUE
 PITTSFORD, NY 14534
 Shop Phone: (585) 381-3650
 Fax: (585) 264-0189
 Email: CARSALES@FRONTIERNET.NET
 Web Address: SUTHERLANDAUTOSALES.COM

Invoice

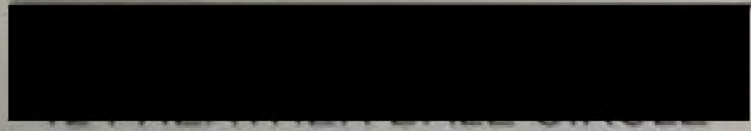
13012

Estimate Ref #0
 Date Printed: 06/06/2013
 Printed Time: 2:48 pm
 REPAIR SHOP 7057076
 IVC 7057076
 DEALER 7057076

Hat/Ref

SALES AND SERVICE OF FINE EUROPEAN AUTOMOBILES

Time Promised:



2006 KIA SEDONA LX V6 3.8L 3778CC FI GAS N
 VIN: KNDMB233166

HENRIETTA, NY
 Home:
 Cell: Email: 0

License: Mileage In: 85,764 Date Written: 05/31/2013
 Unit #: Mileage Out: 85,764 Written By: WALLY
 DOM: 02/06 Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
TOW-IN BY OTHERS	TOW-IN BY OTHERS	WALLY			
Labor 1	Work Requested - TOW-IN BY OTHERS		1.00	0.00	0.00
	Work Performed - TOW-IN BY OTHERS				
				<i>Job Total:</i>	<i>0.00</i>
SUSPENSION ISSUE	CUSTOMER HIT BRAKES VERY HARD TO STOP, SOMETH...	AARON			
Labor 1	Work Requested - CUSTOMER HIT BRAKES VERY HARD TO STOP, SOMETHING IN FRONT SUSPENSION BROKE. CHECK AND ADVISE		2.00	84.00	168.00
	Work Performed - FOUND LT FT LOWER CONTROL ARM ROTTED AND BROKEN. CHECK RT FT LOWER CONTROL ARM, FOUND TO BE ROTTED BUT NOT BROKEN YET. REPLACE BOTH FT LOWER CONTROL ARM ASSEMBLIES WITH NEW. ALSO NOTED LT FT TIRE HAS DAMAGE AND UNSAFE TO USE. CUST DECLINED TO PURCHASE NEW TIRES. CUST WANTS SPARE TIRE INSTALLED ON LT FT. NOTED FT BRAKES ROTTED AND AT WEAR SENSORS. CUST DECLINED BRAKES AT THIS TIME. NOTED DAMAGE TO LT FT INNER FENDER LINED AND BODY. CUST DECLINED FURTHER REPAIRS AT THIS TIME.				
Part	545014D101 CONTROL ARM, COMPLETE		1.00	287.15	287.15
Part	545004D101 CONTROL ARM, COMPLETE		1.00	287.15	287.15
Part	SS SHOP SUPPLIES		1.00	10.00	10.00
				<i>Job Total:</i>	<i>752.30</i>

Payment Date	Type	Method	Amount
6/6/2013	Credit	MasterCard	812.48
Payment Totals:			\$812.48

Parts: \$584.30
 Labor: \$168.00
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$0.00
 Supplies: \$0.00
 Tax Total: \$60.18
Invoice Total: \$812.48
 Less Paid: 812.48
Balance Due: \$0.00

FROM ALL OF US AT SUTHERLAND AUTO SALES AND SERVICE, WE THANK YOU FOR YOUR BUSINESS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____