

June 3, 2013

CL-10521326-4868

National Consumer Affairs Manager  
Kia Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92610-2410

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Dear Sir/Madam,

I own a 2006 Kia Sedona deluxe. This is the first Kia that I have owned and for the most part I have been pleased with its performance. However, recently the "Air Bag" light came on.

I took the van to Zeiser Kia and was shocked to learn it would cost nearly \$1000 to fix the problem. When discussing this problem with other Kia owners, I have found that some of them have had the same problem.

Due to my financial limitations, I have opted not to have the repairs done and was told that this could mean the air bag(s) might not deploy. I bought the Sedona because of its high safety rating. I also bought the Extended Warranty. I didn't see the fine print that excluded repairs to the safety features. It seems to me that Kia should be concerned about safety features functioning properly, especially when this problem may be systemic in Kias.

Either a recall with free repairs or coverage under the extended warranty would be in order and (via a copy of this letter) I plan to bring this solution of the problem to the attention of the National Highway Traffic Safety Administration, to the Better Business Bureau and AAA.

In the interim, I will not be able to sell my Kia, or allow others to ride in it due to the safety issues and my concern for the welfare of others. I hope you will share my concerns and repair my Kia – and any others with this problem – free of charge.

Thank you for your timely consideration of my request and I look forward to hearing from you as soon as possible.

Sincerely,

St. Charles, MO

cc: NHTSA  
BBB  
AAA  
Zeiser Kia

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Saint Charles, MO

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