

CL-10574569-1578

NHTSA Headquarters
1200 New Jersey Ave, SE
West Bldg.
Washington, DC 20590

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

Dear Sirs:

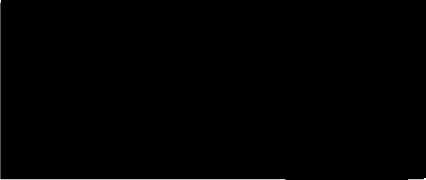
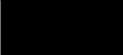
MAR 20 2014

Please see the enclosed letter I sent to Kia Motors. The letter references an ongoing situation about a car that I believe is unsafe in some circumstances on the highway and always unpleasant to drive.

The power steering seems to be way too sensitive to the point that it is difficult keeping the car going straight down the road. In windy or slick conditions it is scary to drive.

Could you please let me know how to go about filing an official complaint?
Please, note, I will be unavailable from March 24, 2014 thru April 9, 2014.

Sincerely,


Chubbuck, ID 


NAM
32414
SMD

CC

March 10, 2014

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410

Re: Case #2642023

Dear Sirs:

My name is [REDACTED] My wife [REDACTED] and I bought a new 2014 Kia Optima from Pocatello Nissan Kia in Pocatello, Idaho. We purchased the car on 12/20/13. Ten days after purchasing the car I took it on the interstate for our first road trip. Up to this point we had only driven the car in town. This is when I noticed how horrible it handles. It seems to me that the electronic power steering system is way too sensitive.

I have taken the car into the local dealer several times to try to resolve the problem. They have aligned the front end and even replaced the tires; so far, nothing has resolved the problem to my satisfaction. One of the mechanics stated to another mechanic, in my wife's presence, that it is very difficult to keep the car driving straight down the road. The Service manager has twice told me the only way to fix this car's problems is to redesign the power steering system. The dealership's owner, Chris Russell, has driven the car and told me he thinks the car handles fine, I disagree. In fact, in my opinion, it is difficult to drive, scary and unsafe in some conditions especially on the interstate. I have been told by Pocatello Nissan Kia that all cars with electronic power steering drive this way; however, I have recently driven new Nissans, Fords and Chevys and don't believe any of them handle as poorly as this Kia.

On January 26, 2014, I received a phone call from a representative of Kia Motors asking if we were happy with our recent service. At that I explained my situation and she assigned me case number 2642023 and said a representative would be calling me within 2 working days. At the end of the third working day, I called and left a message as I have several more times since. I have only received 1 call in response to my case but I missed that call. I have called several times since and still have not received any response from Kia Motors. I can say I am very unhappy about the lack of response from Kia Motors.

On February 15, 2014, we were contacted by one of the salesmen (Josh) inquiring about our satisfaction with the car. After explaining our situation he said he would speak with his boss

and call us back. He called back a short time later and said to bring the car in and they would figure out how to get us into a different car. The car we bought is a 2014 well optioned Optima their way of helping us out involved trading the car in for a 2013 basic optioned Nissan Altima and only raising our payments by a few dollars. When I went there I was optimistic and thought I was going to be helped but instead I left feeling as if they were trying to take advantage of my bad situation.

In an attempt to get some attention and resolution in this matter I have gone so far as to paint "I HATE MY KIA AND POCATELLO NISSAN KIA" on the sides of my car(see attached), parked the car in front of the dealership for about an hour and placed it for sale on a couple of regional classified ad sites with a picture and write up expressing my thought about the car getting over 200 views in the few hours the ads were posted. The attention I got was not as expected. I had hoped to express how serious I was to the local dealer and to Kia Motors in general. Instead I was verbally threatened and my employer was contacted by the local Kia dealership in an attempt to get me fired from my job.

I will use every avenue available to let people know how unhappy I am with my car, Pocatello Nissan Kia and Kia Motors until this matter is resolved.

Please contact me at [REDACTED] if you wish to discuss this matter; however, I will be unavailable from March 24 thru April 9, 2014.

[REDACTED]
Chubbuck, ID [REDACTED]

CC: Pocatello Nissan Kia
Auto Line, Council of Better Business Bureaus
Director Field Operations and Support Division, EPA
NHTSA

Chubbuck, ID

POCATELLO ID 832

14 MAR 2014 PM 1 T



NHTSA Headquarters
1200 New Jersey Ave, SE
West Bldg.
Washington, DC 20590

