

To National Highway Safety Admin.

CL-10628745-9047

[REDACTED]
New Berlin, Wisconsin
Home Phone [REDACTED]
Cellular Phone [REDACTED]

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

August 5, 2014

Kia Motors America
PO Box 52410
Irving, CA 92619

AUG 14 2014

Attn: Customer Relations

On July 28, 2011, my wife, [REDACTED] and I purchased a new 2011 Kia Forte from Russ Darrow, Inc., Waukesha, WI, via a three year lease.

I had all the oil changes and service done at Russ Darrow.

Prior to the first oil change I was having an intermittent problem with acceleration, occurring between one and six times per week.

At the time of the first oil change, I told the service department writer about the problem. When the service was done, they said they put the car on the computer and no problem was found. I explained that the problem was intermittent, and at other times the car operated correctly.

At each subsequent oil change, I told them again about the problem and got the same answer, "The computer says there is no problem," or, "Perhaps you do not know how to push the accelerator pedal."

I am 87 years old. I have driven since my 16th birthday. My miles driven since high school and four years of college vary up to 40,000 miles per year, except for two years while in the Navy (on the Battleship Washington) during World War II. No other car ever acted like this.

For instance, merging into expressway traffic, I would move into a appropriately sized space and push down on the accelerator to merge at expressway speeds. The engine would drop to an idle. I would flutter the gas pedal, and after a few seconds the engine would catch and speed up properly. One time, on making a left turn in a thirty mile per hour zone, approaching traffic was a full two blocks away. I started my turn and the engine dropped to an idle. I fluttered the accelerator, and, by the time the engine caught, the approaching driver was blowing his horn at me, as I had nearly stopped in front of him.

Things of this nature happened several times a month.

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Another example: After slowing to turn into an angle parking space, I would give the accelerator a very slight push to move completely into the space, and the car would jump forward. I would have to slam on the brakes to keep from going across the sidewalk or through a store window.

Having driven an automatic shift car since the 1940s. I have taken to braking with my left foot. Always when in close quarters, I have my left foot above the brake pedal.

One time driving down a busy parking lot lane where many people were walking across ahead of me, I was going about two miles per hour. The car jumped forward, and I slammed on the brakes to keep from hitting the pedestrians. They looked at me as if to say, "Why would you be trying to chase us off the walk area?" Thanks again for my left foot being over the brake pedal.

Another time I was at a drive through restaurant. I paid at the first window, and was rolling slowly forward to the pickup window. With no additional pressure on the gas, the car jumped forward. I slammed on the brake just as the car ahead was pulling away. Had it not been pulling away, I would have hit that car.

My son looked up the problem on the internet and found reference to two other 2011 Kia Fortes that had the same kind of problem. They fixed the problem by replacing a computer board. At my next oil change, I told the Russ Darrow service personnel what my son had learned on the internet. They said, "We do not go by the internet. We have to go by our computer."

On March 26, 2014, my wife was a passenger in the car when it jumped forward. Unbelieving, she said, "Was it the car that did that?" I answered "yes".

On March 27, 2014 I traded the Kia in on a new Honda Civic LS, though it had only 28,000 miles on it, was still under warranty, and was less than three years old.

Other than the accelerator problem that Russ Darrow was not able to fix, or just refused to fix, I really liked the Kia Forte.

How much this extra trade cost me in money, I can't calculate. I certainly would not buy another Kia, at least not from Russ Darrow.

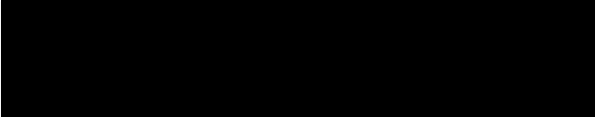
During this process, I called Kia customer service, hoping to get the factory. All they would tell me was that they would call Russ Darrow and I should go back to them. I did, and still got the same answer.

If my car is back on the road, it is no doubt still unsafe. Chances are you have other unsafe cars on the road as well. I hope you can find a way to correct this

situation. I hope you can convince all dealer service personnel to fix complaints of safety issues rather than only "going by the computer".

Also, please let me know what you can do to compensate for my nearly three years of troubles with your car.

Sincerely



P.S. I talked to a neighbor yesterday who said she had a 2010 Kia Forte that had a similar acceleration problem

Copy to:

National Hyway Traffic Safety Administrator
Attn: David Friedman
1200 New Jersey Av SE
West Building
Washington, DC 20590
888-327-4236

Copies to:

Russ Darrow Group
2141 E Moreland Rd.
Waukesha, WI 53186 Customer # 104596

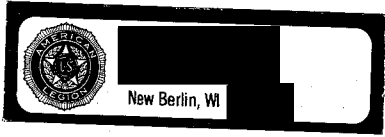
Attn: Service Department Customer # 104596

Attn: Alex Korothe Customer # 104596

Attn: New Car Sales Mgr, Customer # 104596

Copies to:

TV Channels 4 and 6



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2014 Painted Bunting

National Highway Safety Adm,
attn: David Friedman
1200 New Jersey Av SE
West Building
Washington, DC

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