



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

Date Received
26-JUN-2015

Repository
Reference No.
10730610

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FLORISSANT State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNDMB233866 [REDACTED]
Make KIA Model SEDONA Model Year 2006
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 10-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 62000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
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).

INTERMITTENT FAILURE TO START. DUE TO AN ELECTRICAL PROBLEM IN THE FUSE BOX (I PERSONALLY TALKED TO KIA WHO READ THE SERVICE BULLETIN TO ME) THE ANTI-THEFT SYSTEM LOCKS DOWN THE CAR RENDERING IT INOPERABLE. THE INTERNET IS LOADED WITH THIS SAME COMPLAINT EVEN TO THE POINT OF OFFERING A SOLUTION TO JUMP ACROSS THE ANTI-THEFT SYSTEM TO ELIMINATE THIS PROBLEM. IN TALKING TO KIA, THEY ACKNOWLEDGED THE PROBLEM BUT SAID THAT UNLESS THERE WAS A GOVERNMENT RECALL THEY WOULD DO NOTHING FOR IT. IT BOTHERS ME THAT THEY WON'T ACCEPT RESPONSIBILITY FOR THEIR DEFECT. IT BOTHERS ME MORE THAT MY WIFE COULD BE STRANDED SOMEWHERE BECAUSE HER CAR WOULDN'T START. DO I HAVE ANY OTHER RECOURSE SINCE IT IS NOW OUT OF WARRANTY AND KIA WOULD NOT EVEN LOOK AT IT UNLESS I COULD REPLICATE THE PROBLEM WHICH WAS IMPOSSIBLE SINCE IT IS INTERMITTENT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10730610-----
Date: Monday, August 31, 2015 8:48:52 AM
Attachments: [image002.gif](#)
[EVOO EMAIL RESPONSE.doc](#)
[10730610.pdf](#)
[Kia Lockdown1.pdf](#)
[KIA Lockdown2.doc](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Friday, August 28, 2015 11:13 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10730610-----

From: [REDACTED]
Sent: Thursday, August 27, 2015 9:06 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10730610-----

I have attached an edited version of my complaint form along with a sheet of additional information.

From: Monica.Wesley.CTR@dot.gov [<mailto:Monica.Wesley.CTR@dot.gov>] **On Behalf Of** EVOO@dot.gov
Sent: Thursday, August 27, 2015 12:08 PM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10730610-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



No virus found in this message.
Checked by AVG - www.avg.com
Version: 2015.0.6086 / Virus Database: 4409/10520 - Release Date: 08/27/15



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





U.S. Department of Transportation

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VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 KNDMB233866 [REDACTED] Make KIA Model SEDONA Model Year 2006
 Date Purchased 2-19-2007 Dealer's Name and Telephone Number ZEISER KIA Engine: No: Cylinders 6 Fuel Type: GASOLINE
 Original Owner Dealer's City ST. PETERS State MO Zip Code 63376
 Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 10-JUN-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 62000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
 Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
 Seat Type: Installation System:
 Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
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INTERMITTENT FAILURE TO START. DUE TO AN ELECTRICAL PROBLEM IN THE FUSE BOX (I PERSONALLY TALKED TO KIA WHO READ THE SERVICE BULLETIN TO ME) THE ANTI-THEFT SYSTEM LOCKS DOWN THE CAR RENDERING IT INOPERABLE. THE INTERNET IS LOADED WITH THIS SAME COMPLAINT EVEN TO THE POINT OF OFFERING A SOLUTION TO JUMP ACROSS THE ANTI-THEFT SYSTEM TO ELIMINATE THIS PROBLEM. IN TALKING TO KIA, THEY ACKNOWLEDGED THE PROBLEM BUT SAID THAT UNLESS THERE WAS A GOVERNMENT RECALL THEY WOULD DO NOTHING FOR IT. IT BOTHERS ME THAT THEY WON'T ACCEPT RESPONSIBILITY FOR THEIR DEFECT. IT BOTHERS ME MORE THAT MY WIFE COULD BE STRANDED SOMEWHERE BECAUSE HER CAR WOULDN'T START. DO I HAVE ANY OTHER RECOURSE SINCE IT IS NOW OUT OF WARRANTY AND KIA WOULD NOT EVEN LOOK AT IT UNLESS I COULD REPLICATE THE PROBLEM WHICH WAS IMPOSSIBLE SINCE IT IS INTERMITTENT.

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[REDACTED]
[REDACTED]
[REDACTED]
Florissant, MO [REDACTED]

2006 KIA Sedona

(Continuation)

I called KIA about this problem and they did call me back about 2 weeks before I filed this complaint. When I explained the problem, they acknowledged that it existed. They said that a technical bulletin had been issued for it, TSB: KT2007092001. When I pressed for an explanation of the bulletin they said "the lock down was due to contacts building resistance in the fuse block at Pin 21 BEC-IM to Pin 10 BEC-IF. As I said before they were not going to issue a recall unless forced by the government. After this call, I took the KIA to my trusted mechanic shop along with the technical service bulletin number. After 2 hours the shop called to say they understood the problem but did not want to try to fix it. Their research and contacts told them that this was a complicated fix involving the fuse block and that if everything was not put back exactly right, then half of the car functions would not work.

There are numerous ways around this problem listed on the internet such as hitting on the fuse box, locking and unlocking the doors several times and many others. This will sometimes allow you to start the car but does not solve the problem. This intermittent failure has occurred six times in the last 2 years in different seasons, at different locations and different weather. There have been numerous electrical problems since we bought it. However, the system lockdown is a problem I do not want to have. At this point my wife refuses to drive the KIA.