

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 100148
 DOT Auto Safety Hotline



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: 22-DEC-2015
 FEB 04 2016
 Repository
 Reference No. 10811762

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: NEWLAND State: NC Zip Code: [REDACTED]

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

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: KNDMB233366 [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): 05-AUG-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION Failure Mileage: 115000 Failure Speed: 55

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: Number of Deaths: 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).

TL* THE CONTACT OWNS A 2006 KIA SEDONA. THE CONTACT STATED THAT WHILE DRIVING 55 MPH AND ATTEMPTING TO ENGAGE THE BRAKES, THE STEERING WHEEL SEIZED AND PREVENTED HER FROM CONTROLLING THE VEHICLE. THE VEHICLE WAS TOWED TO THE CONTACTS RESIDENCE, WHERE IT WAS DISCOVERED THAT THE DRIVER SIDE CONTROL ARM HAD FRACTURED DUE TO CORROSION. THE CONTACT MENTIONED THAT AN INDEPENDENT MECHANIC INSPECTED AND DIAGNOSED THAT ALL FOUR CONTROL ARMS WERE CORRODED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V550000 (SUSPENSION). THE FAILURE MILEAGE WAS 115,000.

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 to 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.

The consumer indicated that they **WOULD** speak to the media about this complaint.

Complaint Detail / Problem

Complaint Type: Product Issues

Problem: My 2006 Kia Sedona Van has had both the left and right side lower control arms rust. The first was August of 2014 and now the other side has rusted. I decide to look and see if there was any recalls and I found one the was issued on December 20, 2013 which I have not received any information about (NHTSA Recall Number 13V-550). Because of this issue I have had to replace both control arms at my own expense and have had to replace two sets of tires. The first control arm broke while I was driving with both my children, it was lucky that we didn't wreck. My husband has had to miss two days of work to replace the control arms and I have had to miss work because I didn't have a car to get there.

Desired Resolution / Outcome

Desired Resolution: Other (requires explanation)

Desired Outcome: I feel that the company should have to reimburse me for the cost of the replacement control arms, missed work, and the tires that it destroyed because they did not contact me about the recall. This could have all been avoided if they had sent me the recall information.

Complaint Background

Not all of these questions are required. Please provide as much information as you have.

- 1.Product/Service Purchased: 2006 Kia Sedona
- 2.Model Number: Sedona
- 3.Contract, Account, or Policy #:
- 4.Order #:
- 5.Purchase Date: 8/1/2014
- 6.Date Problem First Occurred: 8/1/2014
- Dates you complained to the company/organization
- 7.First Date: 11/12/2015
- Name of Sales Person
- 13.First Name:
- 15.Last Name:
- 17.Purchase Price: \$0.00
- 18.Disputed Amount: \$2,000.00

BBB Directory



Give.org



PARAMOUNT KIA-PARTS
1234 S CENTER ST
HICKORY, NC 28602

PARAMOUNT® AUTOMOTIVE GROUP

Corporate Mailing Address: P.O. Box 3447, Hickory, N.C. 28603
phone (828) 328-1050 WEBSITE: www.paramountauto.com

TERMINAL ID: 75295439
MERCHANT #: 829996322760

DISCOVER
SALE
DATE: 080731 INU: [REDACTED]
Aug 01, 14 11:07
RN: 421315200397 AUTH: 00115R
TRAN SEQ #: 007583

TRANSACTION: [REDACTED]

REF: 00115R

KIA - PORSCHE - VOLVO - VOLKSWAGEN
P# 828-328-4012 X 1160 / F# 828-328-4790
FOR GENUINE FACTORY APPROVED PARTS
RELY ON OUR FACTORY-CERTIFIED STAFF:
ALISA*CLAY*CHRIS*ELAINE*JEREMY*TIM*MARK

Any warranties on the item/items sold hereby are those made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items, and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages or damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[REDACTED]		CASH	MARK	08/01/14	[REDACTED]

K1R

CUSTOMER COPY

SOUTH.NET

L
T
O

NEWLAND, NC [REDACTED]

S
H
I
P
T
O

NEXT DAY CALL ON ARRIVAL

2006 KIA SEDONA VIN#; KNDMB233366 [REDACTED]

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	
SHIP	B. O.						
1	0	54500-4D101 ARM COMPLETE-FR	SPORD	184.00	184.00	184.00	
No Refund After 30 days. Electrical & Special Order Items Non-Returnable. 20% Restocking Charge. All Returns Must Be Accompanied By This Invoice. All Returned Parts Must Be In New Condition And In Undamaged Original Package.						SUBTOTAL	184.00
RECEIVED BY X _____						TAX	12.88
						FREIGHT	0.00
						PAY THIS AMOUNT	196.88

11:06:37 CUSTOMER COPY

NET511

PAGE 1 OF 1

