

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

EQ-10873796-2413

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10873796  
**Date:** Wednesday, August 10, 2016 2:28:31 PM

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**From:** EVOQ (NHTSA)

**Subject:** FW: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10873796

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**From:** [REDACTED]  
**Sent:** Wednesday, June 29, 2016 8:42 PM  
**To:** Fogle, Brenda CTR (NHTSA)  
**Subject:** Re: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10873796

PLEASE ADD THE BELOW TEXT to the Narrative of the PDF you sent . I was unable to discover how to edit it and my printer is down too. It would help if you sent docs in a form that can be edited (ie doc, rtf, open office, word, etc.) thanks.

SECURITY ALERT - DOORS UNLOCK  
INCESSANTLY WHEN Loading cargo or passengers,  
very UNSAFE . VIN # KNDMH4C77E6 [REDACTED] 2014  
KIA Sedona EX There are 4 scenarios in which the  
door Auto UNlock safety issue arises with this car: 1.  
When loading cargo or passengers or perhaps having to  
stop to get out and adjust baby seat etc or as many  
many people like to "warm" up the car either for heat  
or AC, but when doing so with the car in park and  
engine running or key in ignition, ALL doors

even tailgate door auto-UNlock, when driver relocks  
doors with door button, ALL doors even tailgate door  
auto-UNlock again, when driver re-locks again, again  
ALL doors Auto-UNlock again, this hysteria/odyssey  
repeats over and over until

the driver gives up: the Computer Wins and the Family

is INSECURE/UNSAFE; eventually this

HORRIBLE "Non-Feature" will cause someone to be robbed, kidnapped, carjacked, or worse (probably already happened many times since a Criminal only has to wait at any parking area and listen for the "klik" telling him that the car is now

UN-SECURED & easy to rob or carjack). PLEASE TELL KIA TO do the cheap \$10.00 (yeah Ten dollars for korean programmer to change the program & flash SW update over to all dealers) fix

and SAVE LIVES and REDUCE CRIME ~! You, by helping, are also recorded in Heaven as Helping Save Lives ~!

2. The 2nd problem area is when car is put in park, all doors UNLOCK requiring driver to re-lock them.

3. "Sometimes" mysteriously when the key is taken out, all the doors Auto-UNlock again, again requiring driver to re-lock again. 4. Whenever driver enters car and starts it again all the doors are Auto UNLocked again, requiring driver to again Re-Lock the doors.

This goes on every time the car is **Most Vulnerable** to crime (**when its stopped/stationary**) "and" any of the four conditions above are existing. which makes it like a 2nd JOB to use the car. My car is sitting in the driveway until the Factory fixes this SW problem. I am driving my old car, its such a relief because I don't

have to constantly worry about whether the doors are locked or not, when in my OLD CAR I lock the doors AMAZINGLY the doors "Stay" locked. These problems seems to occur only when the car is stationary, but that of course is the exact time when security is most important ; for example many times a day a drive may want to pull off somewhere and check their email, text, or attend baby, we sure don't need this Non-Security at exactly the time we need SECURITY most. Please HELP all KIA owners before it becomes a tragedy for some hapless person who may forget the 2<sup>nd</sup> job

of near contantly having to monitor IF the doors are locked or not, its a huge distraction and irritation, not to mention extremely dangerous in this time of terrorist, carjackers, thieves, and in general need for more (not less) security.

THANKS!

In a message dated 6/29/2016 4:01:57 P.M. Eastern Daylight Time, [Brenda.Fogle.CTR@dot.gov](mailto:Brenda.Fogle.CTR@dot.gov) writes:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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