

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [REDACTED]
Subject: FW: FW: Follow up to ODI Complaint ---- 11220575-----
Date: Wednesday, July 24, 2019 4:30:20 PM
Attachments: [11220575.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Wednesday, July 24, 2019 11:51 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ---- 11220575-----

Everything is accurate. Kia refuses to replace the control arm because they say the undercoating is all they are required to do.

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Fri, Jul 19, 2019, 12:50 PM
Subject: FW: Follow up to ODI Complaint ---- 11220575-----
To: [REDACTED]

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](tel:(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



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

17-JUN-2019

Repository ☐

Reference No.
11220575

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MT. CARMEL

State PA

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
KNDMB233X9[REDACTED]

Make
KIA

Model
SEDONA

Model Year
2009

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

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

15-APR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

Failure Speed

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: DOTM9ABC036)

☐ 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 2009 KIA SEDONA. WHILE THE VEHICLE WAS UNDERGOING AN INSPECTION, THE TECHNICIAN STATED THAT THE CONTROL ARM WAS RUSTED AND THAT THE VEHICLE WOULD BARELY PASS THE INSPECTION. IN 2017, THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO SUNBURY MOTORS KIA (570-286-7746, LOCATED AT 2030 N SUSQUEHANNA TRAIL, SELINGROVE, PA 17870) WHERE IT WAS DIAGNOSED THAT THERE WAS RUST ON THE CONTROL ARM, BUT NOT ENOUGH FOR A REPLACEMENT. THE TECHNICIAN APPLIED AN UNDERCOATING. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE DEALER DID WHAT WAS NEEDED AT THE TIME. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN.

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.