

[REDACTED]  
Maugansville, MD  
[REDACTED]

August 25, 2024

**National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

**Re: 2012 KIA Forte**

**KIA  
111 Peters Canyon Rd.  
Irvine, CA 92606**

Dear Sir or Madam:

On December 15, 2024 I submitted a letter to The National Highway Traffic Safety Administration concerning a malfunction on our 2012 KIA Forte. I never received a replay nor an acknowledgement that the letter was reviewed.

My concern is with a defect in the steering column of which the effect can be described as a "clunking" sound while driving. My wife and I have brought this to the attention of our local dealership in Hagerstown, Maryland and is regarded as a safety hazard. The dealership is indicating that the steering column would have to be replaced at a cost of \$2,775 (plus tax and shop supplies). Who ever heard of a steering column needing to be replaced?

This matter should be regarded as a "safety recall" since our KIA Forte has low mileage (43,890) as of 8-20-24 when it was taken into the KIA Dealership for a maintenance check (see attached). The low mileage reflects less wear and tear compared to a vehicle being driven with 100,000 miles on it. This issue needs to be addressed by our local KIA Dealership for which they need to take the responsibility in addressing this problem.

I hope that The National Highway Traffic Safety Administration takes this matter seriously and gives it the attention it deserves before something tragic happens. It is my sincere trust that your Agency will regard this issue with foresight, rather than hindsight.

*PC*

**Page Two**  
**National Highway Traffic Safety Administration**  
**August 25, 2024**

If you need any additional information, or have any further questions, my phone number is: [REDACTED] My email address is [REDACTED]

Thank you for your attention to this matter.

Very Truly Yours

[REDACTED]

Enclosure



10307 AUTO PLACE  
HAGERSTOWN, MD 21740

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	08/20/24	
R/O Close Date	08/20/24	Status Pre-Invoice
Mileage In	43890	Mileage Out 43890
Email	Service Advisor / Tag # MATTHEW ONOMAST/657K	
Work Phone	Vehicle Identification KNAFU4A28C5	
	Delivery Date 05/14/12	In-Service Date 05/14/12
Year	Make	Model
2012	KIA	FORTE
		EX
		Color SPICY RED
		License Number

MUGGINSVILLE, MD

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	EX	SPICY RED	

#1 - 84DIAG: DIAGNOSES

customer states when moving the steering wheel from left to right their is a clunking noise coming from the steering wheel.

EPS light is on and steering is making a clunking noise from left to right movements. pulled codes C1259 and C1261 related to steering column that is in need of replacement to fix concern

Tech: Mike Case (112)  
recommend to replace steering column (Quoted \$2,775.00 plus tax and shop supplies) customer declined at this time

Sub Total: .00

#2 \* 78K1ZMISC1: KIA CAMPAIGN MISC  
ADDED OPERATION  
SC284TD, HECU FUSE

sc284 hecu fuse recall  
Corrected by

Tech: Austen Galbraith (178)  
Installed 91TD1 11010QQK : FUSE KIT  
completed sc284 hecu fuse recall

Qty: 1

Warranty  
Warranty

KIA Motors 1-800-333-4542

Customer Affairs  
Agent

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

SPECIAL ORDER PARTS AND ELECTRICAL PARTS ARE NOT RETURNABLE.  
20% HANDLING CHARGE ON ALL RETURNED MATERIAL.  
PARTS ARE NOT RETURNABLE AFTER 30 DAYS.  
RETURNED PARTS MUST BE IN ORIGINAL CARTON IN SALEABLE CONDITION.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

We'd like to know...

Was Your Service Experience Demonstrated With Genuine Care? If Not, Contact The Service Manager. We Appreciate Your Business And Thank You For Being A Loyal Customer.



10307 AUTO PLACE  
HAGERSTOWN, MD 21740

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	12/07/23	
R/O Close Date	12/07/23	Pre-Invoice
Mileage In	41967	Mileage Out 41968

[REDACTED] 27  
MUGGINSVILLE, MD [REDACTED]

Email	Service Advisor / Tag # BENJAMIN ALVEST/537K*W*	
Work Phone	Vehicle Identification KNAFU4A28C5 [REDACTED]	
[REDACTED]	Delivery Date 05/14/12	05/14/12

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	EX	SPICY RED	

Email: [REDACTED]

#1 - 65K1ZBATTE: REPLACE ENGINE BATTERY  
Tech: Sean Turner (602) 49.99  
Installed 37110 35001U :BATTERY 1@199.95 199.95  
replaced battery  
Sub Total: 249.94

#2 \* 84K6: KIA STEERING  
ADDED OPERATION  
customer states EPS light is on and steering  
feels different  
  
pulled codes c1259 and c1261  
found concern and codes caused by  
steering column  
Tech: Brandon Utermoehlen (004) 89.99  
recommend replacing steering column  
(quoted \$2,775 plus tax and shop supplies)  
Sub Total: 89.99

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	139.98
PARTS	199.95
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.60
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	12.00
DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	364.53

We'd like to know...

Was Your Service Experience Demonstrated With Genuine Care? If Not, Contact The Service Manager. We Appreciate Your Business And Thank You For Being A Loyal Customer

9/6/24  
PO:NEF

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