

CL-11043530-5803

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

[REDACTED]  
New Orleans, La. [REDACTED]

OCT 31 2017

To: National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE. - West Building  
Washington, DC 20590

October 24, 2017

Re: 2013 Kia Sorento - Vin. No. 5xykt3a63dg [REDACTED]

### Complaint

This complaint is being filed against Kia Motors America, 111 Peters Canyon Rd., Irvine, Ca. 92606 and Premier Kia, 2712 Veterans Blvd, Kenner, La. 70062.

I took my vehicle to Premier Kia on at least 4 occasions in the past complaining about hearing a knocking sound in the engine. Each time Premier Kia checked out my vehicle and stated they didn't hear any knocking sounds coming from the engine.

Kia Motors sent me a recall letter indicating that there was a defect in my engine and had agreed to replace the defective engine at no cost to me to correct the problem. As part of the settlement in a class action lawsuit, Kia Motors also agreed to replace the defective engines, but to this date they have failed to comply with their court ordered agreement to replace my defective engine.

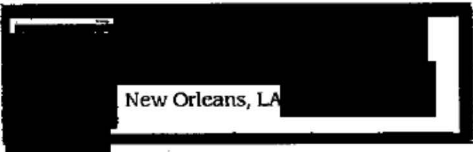
I should not have to keep bringing my vehicle in to keep hearing them lie and say that there is nothing wrong with my vehicle after a recall has already been issued for this engine by the NHTSA and then getting a recall letter in the mail from Kia Motors. Kia Motors failure to replace my defective engine puts my life and my wife's life in jeopardy everyday we drive this vehicle with this known defective engine. If this known defective engine causes us to get into an accident, we will file suit against Kia Motors.

### Relief Requested

Order Kia Motors to replace my defective engine in my 2013 Kia Sorento as soon as possible before me or my wife have an accident because of this defective engine resulting in us getting hurt or killed.

Respectfully Submitted,  
[REDACTED]

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11-3-17  
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To. NHTSA  
Vehicle Recall Complaint  
1200 NEW JERSEY AVE. SE - West Building,  
Washington, DC 20590

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