



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

March 6, 2019

[REDACTED]
Chattanooga, TN [REDACTED]

NEF-109 cjb
Ref. No. 11102940

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Kia Forte. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of safety recalls initiated by Kia and parent company Hyundai to address a problem with machining errors during the manufacturing process that may cause premature bearing wear in 2.4 L Theta II engines.

As you know, the MY 2013 Forte has not been recalled for the Theta II engine problem. However, ODI has received reports similar to yours and is monitoring all available data concerning allegations of Theta II engine failures outside the scope of the vehicles currently recalled by Hyundai/Kia. While we continue to monitor this issue, no investigation has been opened nor determinations reached at this time.

We recommend that you continue to work with Kia or your dealer for an amicable resolution to your problem. In addition, we recommend that you retain copies of receipts and repair orders related to this condition. If a recall is initiated for your MY 2013 Forte, you may be eligible for a reimbursement from Kia. Please note that, NHTSA does not participate in private tort litigation nor do we have any authority to enforce the terms of settlements from lawsuits. The information you provided has been entered into our database. It will be considered with future reports to

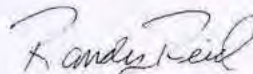
identify any safety defect trends that may require our attention. For your information, explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

You consider contacting your local Consumer Protection Agency or the Tennessee Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Hyundai/Kia district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement