



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]  
Pittsburgh, PA [REDACTED]

NEF-109 ela  
Ref. No. 11131724

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2019 Kia Sorento LX vehicle. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on September 26, 2018. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. We have entered the information from your report into our complaint database and we reviewed it to determine if a safety defect trend exists with a failure of the passenger seat belt disconnect warning light or chime in MY 2019 Kia Sorento vehicles. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

At this time, we lack evidence to open a safety defect investigation or to initiate a recall. The information you provided will be considered with future reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process is on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in blue ink that reads "Randy Reid". The signature is written in a cursive style with a large, stylized initial 'R'.

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