

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11321047
Date: Thursday, April 16, 2020 11:53:21 AM

Number of Complaints

Hello, my name is [REDACTED] and I just submitted a complaint in regards to my 2013 Kia Sorrento LX 2.4L vehicle, the tracking number for that complaint is 11321047.

I'm sending this email to several inboxes, as my calls do not get returned, messages unanswered & promised call backs empty.

My question is, how many complains about the exact same problem on the exact same engine for the exact same year of the exact same make & model vehicle do you have to have before something is done? Like an investigation, repair or replace those engines, or a recall requested? There has been hundreds & hundreds (I believe thousands) of people that have submitted complaints specifically containing the exact same details as my complaint, there's a class action lawsuit and several previous recalls involving the same year make and model of my car only difference is that recall was for the GDI engine in mine is not. That is the reason for all these complaints because these cars are not the GDI engine, but experiencing the same problems due to the same defect. I'm a single mother left with barely any income because of the Coronavirus pandemic, now my car that I've taken great care of with free oil changes for life through the Kia dealership (proof) & still paying on (can't afford with paying to rent a vehicle so I can get to the last 2 clients I have left) & just purchased 12/2018 has a mechanical defect causing the engine to blow & the responsible manufacturing company is refusing to help & I do not have the money it will take to fix (replacing them entire engine) it. I shouldn't even have to worry about this as it's a mechanical defect!! Nothing I could have done would have prevented this other than replacing the engine...which, again, I shouldn't have to. I'm borderline destitute with 2 kids [REDACTED] & [REDACTED] yrs old) and very close to not being able to afford a rental. I even asked if they would consider letting me use a loaner & they didn't even hesitate when responding with the same answer - vin not on recall, nor their problem. Only I disagree & I am going to start drawing attention to this matter because...quite simply...I have no choice now. It's unacceptable that so many of us are left out of these recalls when it's very clear that we should not have been. None of us should be suffering like we are, as some (like myself) can't afford the massive extraordinary & unnecessary Expense that this inexcusable lack of integrity & ownership of this immense problem has caused. This has seriously made a huge detrimental effect on my life & livelihood of me & my kids. something needs to be done & quickly. I'm going to make sure everyone knows about this if I have to go to the news stations & newspapers. I've never been treated with such disrespect or witnessed such disregard for human compassion or simple ownership. Being such a big corporation, I am appalled & disgusted with how they have chosen to treat their customers - without whom they would not be rich or even in business for that matter. They are burning the very bridge they need to survive.

Thank you!

[REDACTED]
[REDACTED]
[REDACTED]
Customer Service Representative



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