

From: [Knouse, Ruth \(OST\)](#)
To: [DOTExecSec \(OST\)](#)
Subject: FW: Kia Recall
Date: Monday, July 20, 2020 3:00:38 PM

From: [REDACTED]
Sent: Saturday, July 18, 2020 9:25 AM
To: Chao, Elaine L. <Elaine.L.Chao@dot.gov>
Cc: [REDACTED]
Subject: Kia Recall

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Dear Ms Chao,

June 22, 2020, on the way to a friends, the engine light came on in my 2011 Kia Optima, and my son called to schedule an appointment with Herson's Kia (15531 Frederick Road, Rockville, MD) for the next day. Driving back home from the friends place, about 3 miles from my house, there was a loud noise coming from the engine and later smoke. My son immediately pulled into a parking lot and we had the car towed to Hersons Kia. 24 hours later, the diagnosis was engine internal failure. Josh the manager claimed he had never seen an engine failure in a hybrid. Engine needs to be replaced for \$6200 or they will purchase car from me for \$500. This car has been serviced continually at this dealership (VIN# KNAGM4AD7B5 [REDACTED])

I reached out to Montgomery County Consumer services. Mr Numbers investigating the case was informed there was an oil leak from the valve cover. Also, that Herson's Kia is not certain what caused the engine failure and I would have to pay Herson's Kia to open up the engine to investigate.

Kia has a terrible track record and numerous complaints about their engines. Engine failures are not common in cars, except they are lemon engines. It is not my responsibility as a consumer to pay to figure out why the engine failed, this should be Kia's responsibility should they pretend to be concerned about the safety of their cars. This was an engine internal failure. An oil leak from valve cover would have leaked oil (however small) onto the parking lot, and there was no oil leak. Had there been any leak, I would have been charged cleaning fees by the Condo Association. This car was parked for 3 months because of the Covid-19 situation (March 8 to June 15). This is a ruse on the part of the dealership and Kia USA to avoid any responsibility. It is unfair to the consumer to bear the brunt of their incompetence. Billy at Kia USA suggested I pay and submit for possible reimbursement.

Please see link below for complaints about these cars. I understand NHTSA did not include engines in these cars in previous recalls. Given the complaints and history of Kia, I urge you to reconsider, and respectfully ask that you look into my issue.

https://www.carcomplaints.com/Kia/Optima_Hybrid/2011/engine/engine.shtml

[REDACTED]
Rockville, MD
[REDACTED]