

March 12, 2021

**Case No.** [REDACTED]

I, [REDACTED] initiated an investigation against KIA/and its parent company HYUNDA Motor the case no [REDACTED] from U.S. Department of Transportation's Vehicle Safety Hotline Information Center NHTSA.GOV

This investigation for my Kia Forte 2011 was initiated on 2/25/2021. Mr. Robert 1-800-333-4542 ext. 27517 from Kia Consumer Affairs contacted me on the evening of March 8 2021. I told Mr. Robert that I was glad he had called, because on Sunday March 7, 2021 I had spent the day researching the history of Kia complaints from other KIA owners, and their engine sizes, and any update on recalls for my specific vehicle

I have discovered that the engine in my car and the make and models of others are the exact same engine from 2009 thru 2012, how is that KIA is not including my car as well as countless others as a recall of are having the same problems, Mr. Robert advised me that some engines came from America and Mexico and some came from Korea he then advised me that my car's engine came from Korea; I sarcastically responded "that my engine just so happens to be the one that came from Korea where there are no recalls and they are recalling the ones from America and Mexico". At that time Mr. Robert stated he is following up on a consumer report that I made to Kia Consumer the beginning of February 2021 he further advised me that there were no recalls for my engine at this time, I then stated to him that KIA has a very bad habit of not informing the consumers in a timely manner of their recalls. Mr. Robert stated he was not allowed to make a comment only call because he doesn't want NHTSA.Gov on their backs it causes problems trying to stay ahead, I told him that if you or KIA was trying to staying ahead that you are too late, I have already contacted them.

I believe that Kia knew about the engine from day one, and they probably do not want the responsibility as this was one of their most favorable and high selling car I told Mr. Robert that was what I believe to be true and then I allowed him to state the purpose of his call at which time he advised me that there was a recall on my car for the airbags, but not the engine. I told him that I checked with:

***JD Power which gave them a 79 out of 100 owners did not like during 2011 KIA Forte the first 90 days, I am no expert but I believe that the survey should have lasted for at least a year, but as history repeats itself if there will be no change:***

According to JD Power survey owners began complaining during first 90 days of owning and driving the 2011 KIA Forte it was found that customers **did not like the vehicle ride, styling of gauges and instruments, sound of the engine/exhaust.**

but they did like the ease of getting in and out of the vehicle (Which is good to know) Comfort of the 2<sup>nd</sup> row of seats and the Vehicle Acceleration.

I initially purchase this car from Drive Time in New Castle Delaware in November 2017 and was never made aware of any problems. I had to have the car service on December 30, 2017 at in New Castle Delaware for Valve Timing belt and intake and exhaust solenoids again on Feb 3 2018 timing chain was approved and all work was completed by Mr. Tire on Dupont Highway New Castle Delaware 302 328 2945 engine problem at which time my warranty company would not pay for it because of the mileage, inspector from SilverRock Warranty came to inspect vehicle at

I began to have problems with my car and to take it in for service on