



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



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April 13, 2021

[REDACTED]  
Morrisville, PA [REDACTED]

NEF-109 ela  
Ref. No. 11397845

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Kia Forte vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

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 us. ODI has received reports similar to yours and is reviewing all available data concerning allegations of engine problems in MY 2011 Kia Forte vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time.

Please note that recalls are very specific with regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process 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).

While researching your problem, we identified NHTSA Safety Recall Campaign No. 18V-363 that has not yet been completed on your vehicle (enclosed). In the event of a crash, the air bag control unit (ACU) may short circuit, preventing the frontal air bags and seat belt pretensioners from deploying. We encourage you to contact Kia and your local dealer to schedule an appointment to have the recall performed as soon as possible.

You may also ask your dealership for a meeting with a Kia district manager regarding your problem. In addition, you may consider contacting your local Consumer Protection Agency or the Pennsylvania Attorney General's Office regarding your problem and rights under state law. The Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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](http://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](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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, we recommend that you go to our website, where you can search by your vehicle model for owners' complaints, safety recalls, manufacturers' service bulletins, etc., which can be reviewed there.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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

Enclosure

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## Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

KNAFT4A28B5 [REDACTED]

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### Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2011

## Kia FORTE LX AUTO



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VIN: KNAFT4A28B5 [REDACTED]

Recall data refreshed on Mar 16,2021

## 1 Unrepaired Recalls

associated with this VIN

**Jun 01,2018****Manufacturer Recall Number** SC165A**NHTSA Recall Number** 18V363**Recall Status** Recall Incomplete

### Summary

KIA MOTORS HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN ALL 2010-2013 MY FORTE AND FORTE KOUP , ALL 2011-2013 MY OPTIMA, ALL 2011-2012 OPTIMA HYBRID, AND ALL 2011-2012 MY SEDONA VEHICLES. THE AIRBAG CONTROL UNIT ("ACU") DETECTS CRASH SEVERITY AND COMMANDS DEPLOYMENT OF THE ADVANCED AIRBAGS AND SEATBELT PRETENSIONERS WHEN NECESSARY. THE ACU CONTAINS A CERTAIN APPLICATION-SPECIFIC INTEGRATED CIRCUIT ("ASIC") THAT MAY BE SUSCEPTIBLE TO ELECTRICAL OVERSTRESS ("EOS") DURING CERTAIN FRONTAL CRASH EVENTS. THE CONDITION IS LIMITED TO FRONTAL AIRBAGS AND SEAT BELT PRETENSIONERS IN CERTAIN FRONTAL CRASH EVENTS.

### Safety Risk

IF THE ASIC BECOMES DAMAGED, THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS MAY NOT DEPLOY IN CERTAIN FRONTAL CRASHES WHERE DEPLOYMENT MAY BE NECESSARY, THEREBY INCREASING THE RISK OF INJURY.

### Remedy