

I have already
filed a complaint
I wanted you to
have all of the
information.



INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Recall

HIRAM, OH

2/16/21

1
1:01 PM

2015 Kia Forte VIN# KNAFX4A87

At the beginning of January 2021 my emissions
Warning light came on. I took it to the
Kia dealership to have it evaluated. At
that time I was told that it was an
internal engine problem and I needed
new engine and they informed me that
they had info that Kia was having a recall
coming out on January 27th and I should
wait until the recall. I called Kia Corporate + asked
them about it & they said yes. I asked
about the details, asking if they would pay
for a rental - they said Oh sure and
because my car wasn't working I
could get a rental right away, keep
the receipt and they would reimburse
me. They also said if I wanted to pay
for the engine they would reimburse me
for that also (Glad I didn't listen to
them).

I called on January 27th, asked if
my Vin # was on the recall, they didn't
have all of them in the system yet,
to call back in a couple of days. Which
I did. At that time, I was told that
yes I was on the recall list, to go
to the dealer & get it fixed.

RR

(2)

On 2/1/21 I went to Kia Dealership in Streetsboro, they did the diagnostic Test but when they told Kia Corporate they were told that my car was over the Warranty Mileage. all of the phone calls I made prior to this, they asked my mileage, I told them 160,000 — not once did they say anything about the warranty. I asked a person that I spoke to at Kia to read me the letter that was being sent to me (as I had not received it) they kept saying it was mailed on the 27th, then later was told it wasn't mailed until Jan 31st. I was told that nothing about Mileage was mentioned in the letter, but when I received mine, the mileage was mentioned (Was this info added - Suspicious - yes!)

I spoke to Consumers affairs (Melissa) at Kia. My Complaint is this is a Recall — not a warranty issue!

I have spoken to:

NHTSA. They stated according to the recall report on the website that the cause of the problem is "undetermined" but that dealers will look for fuel and/or engine oil leaks and may replace the engine if necessary. So Kia chose what needed to be checked?? And if it wasn't found, it becomes my problem! If you will see in the letter under "Note" it also said "engine noise," my engine is still knocking & the dealership said when I picked it up ^{on 2/3/21} after the denial that he was afraid for me to drive it home!

I have also filed a complaint with the Federal Trade Commission & info was also sent to them.

Also a report has been filed with the BBB.

Once again - This is a Recall, I have been TOLD that Kia has to fix it. Kia wants it to be a warranty issue

So they don't have to pay for it (4)
It is a manufacturing issue - not
a warranty issue! Please make
Kia responsible for the cars they
manufacture! I need my car!

[REDACTED]
Hiram, Oh
[REDACTED]

2015 KIA FORTE
VIN # KNAFX4A87F [REDACTED]



Kendra
NHTSA 20V750
Kedra
Kia of Streetsboro

835 CLASSIC DRIVE, STREETSBORO, OH 44241
SALES & SERVICE (330) 422-7100
WWW.KIAOFSTREETSBORO.COM

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m. Mon & Thu
7:30 a.m. to 6:00 p.m. Tue, Wed & Fri
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	1/04/21	Status	Pre-Invoice
R/O Close Date	1/04/21	Mileage In	160271
Mileage Out	160272	Service Advisor / Tag #	Thomas Ritari/320
Vehicle Identification Number	KNAFX4A871		
Delivery Date	4/04/15	In-Service Date	4/04/15
License Number			

Call SC 200 ED

2-4 HRS

Work Phone							
Home Phone							
Year	2015	Make	KIA	Model	FORTE	Body	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - OTHERDIAG: OTHER DIAGNOSIS C/S: EMISSION LIGHT ON code is internal on engine. <u>will need engine</u> Tech: DANE SMITH (160) Sub Total: 109.95	109.95
#2 - MPI: MULTI POINT INSPECTION Sub Total: .00	

Melissa Atanocio

2/2/21
- Melissa

Concurrence Affidavit

9.00 Monday

Jan. 27th

- 15 yrs -
- 150,000 -
- SC -
- 200 -

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	109.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.37
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	123.82

Pd 1/4



NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL (Interim Notice)

(NHTSA Recall Number: 20V750)
This notice applies to your vehicle: (KNAFX4A87F [REDACTED])

January 27, 2021

Dear Kia Forte and Forte Koup Owner:


Kia has identified a defect in your vehicle which relates to motor vehicle safety


This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 MY Forte and Forte Koup vehicles. The defect can result in an engine compartment fire while driving, thus increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.

NOTE: Depending on the condition of your vehicle's engine, engine noise, illumination of Malfunction Indicator

Light (MIL)  that may be related to an engine mechanical issue, illumination of Engine Oil Pressure Warning

Light , fuel smell, burning smell, oil leaking, and/or smoke from the engine compartment can occur. An engine compartment fire increases the risk of injury.

Kia Will Inspect, Test, And If Necessary, Repair or Replace The Engine, At No Cost To You.

Kia has advised its authorized Kia dealers to conduct an inspection of the engine compartment for any fuel and/or engine oil leaks. Dealers will also perform an engine test, and make any repairs, including engine replacement, if necessary. The estimated time required to complete the repair will be 2 to 4 hours, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.

In addition, Kia is currently working on the development of a Knock Sensor Detection System (KSDS) software update for the engine control unit (ECU) in your vehicle that will prevent engine damage due to potential excessive connecting rod bearing wear. Once the software update is available, Kia will send you another notice advising you to contact your Kia dealer to have the software installed. Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.

What Should You Do?

- If your vehicle displays any of the warning lights listed above, and/or if you notice a fuel smell, a burning/melting odor or smoke coming from the engine compartment, please contact Kia Roadside Assistance at 1-800-333-4542 (4Kia) to request to have your vehicle towed to the closest authorized Kia dealership.
- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealership to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this

information (see the bottom of this letter for more information about QR code use):



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice (fuel leak, oil leak and/or engine damage), you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**



Kia of Streetsboro

835 CLASSIC DRIVE, STREETSBORO, OH 44241
SALES & SERVICE / 330.422.7000
WWW.KIAOFSTREETSBORO.COM

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m. Mon & Thu
7:30 a.m. to 6:00 p.m. Tue, Wed & Fri
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	2/01/21	
R/O Close Date	2/01/21	Pre-Invoice
Mileage In	160975	Mileage Out
	160975	160975
Service Advisor / Tag #		
Kendra Griffin/056		
Vehicle Identification Number		
KNAFX4A87E		
Delivery Date	4/04/15	In-Service Date
	4/04/15	4/04/15
Color		License Number

[REDACTED]
[REDACTED]
[REDACTED]
HIRAM, OH [REDACTED]

Year	Make	Model	Body
2015	KIA	FORTE	

Work Phone [REDACTED]
[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - CMP: PERFORM SERVICE CAMPAIGN SC200YD ENGINE INSPECT/TEST/REPAIR Tech: FREDERICK MORGAN (162)	130.00
R 23060 2E041 0 BCT Pass & Fuel/Oil Leakage Inspection 211008R9 0.9 M/H N/A 0yd Sub Total: 130.00	
#2 - MPI: MULTI POINT INSPECTION KIA MULTI-POINT VEHICLE INSPECTION	
At this time the vehicle is needing a new engine and converter. p0300, p0320, p0420 due to the mileage on the vehicle the vehicle is not covered under the sc200yd quote given Tech: FREDERICK MORGAN (162)	Internal
Please Note: #056 CREATED 2021-01-29 08:50:00AM TAKEN BY KENDRA GRIFFIN	

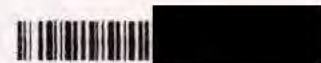
*Recall!
not a
warranty issue*

CLAIMS. SPRIALLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair
work necessary to be done along with the necessary material and agree that you are not
responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any
other cause beyond your control or for any delays caused by unavailability of parts or delays in
parts shipments by the supplier or transporter. I hereby grant you or your employees permission to
elevate the vehicle from the described city streets, highways, or elsewhere for the purpose of testing
and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure
the amount of repairs thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied,
including any implied warranty of merchantability or fitness for a particular purpose, and the seller
neither assumes nor authorizes any other person to assume for it any liability in connection with the
sale of these products. Any limitation contained herein does not apply where prohibited by law.

LABOR	130.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	6.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.90
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	146.40

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



[Signature]

X



Kendra
NHTSA 20V750
Kia of Streetsboro

835 CLASSIC DRIVE, STREETSBORO, OH 44241
 SALES & SERVICE (330) 422-7000
 WWW.KIAOFSTREETSBORO.COM

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 7:30 a.m. to 8:00 p.m. Mon & Thu
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 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	1/04/21	Status	Pre-Invoice
R/O Close Date	1/04/21	Mileage In	160271
Mileage Out	160272	Service Advisor / Tag #	Thomas Ritari/320
Vehicle Identification Number	(KNAFX4A87F5)		
Delivery Date	4/04/15	License Number	4/04/15
Color			

HIRAM, OH

Year	Make	Model	Body
2015	KIA	FORTE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - OTHERDIAG: OTHER DIAGNOSIS C/S: EMISSION LIGHT ON code is internal on engine. will need engine Tech: DANE SMITH (160) Sub Total: 109.95	109.95
#2 - MPI: MULTI POINT INSPECTION Sub Total: .00	.00
<i>Jan. 27th</i>	
<i>Melissa Atanosis</i>	
<i>2/2/21</i>	
<i>Melissa</i>	
<i>9.00 Monday</i>	
<i>15 yrs</i>	
<i>150,000</i>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	109.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.37
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	123.82

Pd 1/4



NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CERTIFIED MAIL



U.S. POSTAGE PAID
FCM LETTER
MANTUA, OH
44256
FEB 17, 21
AMOUNT

\$7.20

R2308M145436-00

Department of Transportation

15 2131

DOT

West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

3/18/2021 12:25:11 PM



702 3061 30000-6862131

for
2way Traffic Safety Administration
Jersey Ave S.E.
W, D.C. 20590

