



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



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April 12, 2021

[REDACTED]  
[REDACTED]  
Hiram, OH [REDACTED]

NEF-109 ela  
Ref. No. 11404520

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2015 Kia Forte vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. 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 2015 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).

We encourage you to continue to work with Kia and your local dealer to explore the potential for an amicable resolution to your problem. We understand that you have already contacted the Federal Trade Commission and the Better Business Bureau. 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 Ohio Attorney General's Office regarding your problem and rights under state law.

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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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