

National Highway Traffic Safety Administration
120 New Jersey Avenue, S.E.,
Washington, DC 20590

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

7/3/21

NEF-109 tgd
Ref. No, 11407658

Dear Administrator,

This letter is in regard to the one you sent June 14th, 2021. I have enclosed a copy for your convenience.
The Information you indicated in your letter is Incorrect.

The Dealer did NOT fix any oil leaks. They instead insisted I pay to have further inspection done. (IE power wash engine etc...)

I have since wrote Kia as the car has received another recall for a knock sensor software update. I would like it if they would make the repairs (fix oil leaks and fix software) at the same time when the car is brought in. I have not made an appointment for these yet as I am waiting to hear back from Kia.

If the NHTSA can contact Kia about this issue and kindly ask, they take care of it, that would be great.

I am not paying for Recall inspections or repairs to be done, this is the responsibility of the manufacturer as a safety related item.

[REDACTED]
Fairfax, VT. [REDACTED]

[REDACTED]

7/3/21



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



June 14, 2021

[REDACTED]
Fairfax, VT [REDACTED]

NEF-109 tg
Ref. No. 11407658

Dear [REDACTED]

Thank you for the follow up letter about your model year (MY) 2011 Kia Optima vehicle. The National Highway Traffic Safety Administration (NHTSA) is pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You are requesting reconsideration of a valve cover repair under NHTSA Safety Recall Campaign No. 20V-750. As you know, the recall addresses a problem with engine compartment fires caused by fuel leaks, oil leaks, and engine damage. You indicate that the dealer repaired an oil pan leak under the recall. The dealer also found an oil leak at the valve cover gasket; however, the dealer advised that you would be responsible for the repair. You believe the valve cover gasket leak should be covered under the recall.

Please note that recalls are very specific in regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. According to your vehicle identification number (VIN) the dealer closed the recall with the oil pan leak repair during your February 23, 2021, appointment. You can access our website to see Kia's repair procedure for Recall 20V-750 at (<https://static.nhtsa.gov/odi/rci/2020/RCRIT-20V750-8453.pdf>). You will find that the recall remedy does include repairing valve cover oil leaks (Ref. Page 13). We encourage you to continue working with Kia and your dealer toward an amicable resolution to your vehicle problem.

Sincerely,

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

Fairfax, VA

Fort Myers, Florida



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