

APR 9 '21 12:38PM

National Highway Traffic Safety Administration

120 New Jersey Avenue, S.E.,

Washington, DC 20590

Dear Administrator,

I am writing to notify you of my dis-satisfaction with Kia Motors and my local Dealership Berlin City Kia in Williston Vermont.

In the beginning of February 2021, I received a recall notice for my vehicle from Kia Motors. I am including a copy for your review. To summarize: the recall was to address issues with the car's engine compartment catching on fire due to possible Fuel and/or oil leaks.

I made an appointment with Berlin City Kia for Tuesday February 23rd at 9AM. We dropped off the car and they had it for approximately 3 hours. Once we arrived to pick up the vehicle, we were told that a report was being created and sent to Kia Motors to validate the findings. They Documented 2 oil leaks per the report, we were sent this electronically. We did not receive a hard copy of the report. I submit a second document in which I created a hard copy using screen shots from their software. The hyperlink to the actual report is copied below.

A week passed and no response from Berlin City was received and I called their service advisor Erin to find out what was going on. They said they had sent the report in to Kia and not received a response.

Two more weeks passed and I emailed Erin the Service advisor to find out what was happening. She wrote me back and a copy of our email correspondence is also attached.

In general, they (Berlin City) documented (2) separate oil leaks. A valve cover, (which is up high on the engine) and an oil pan leak, (which is low near the bottom of the engine) They had recommended these two gaskets be replaced and the costs are listed on the report. Also note, I did not see a photo in the report of the oil pan leak. If that photo was there it is now gone.

My response to Erin at Belin City is in the email printout. Later that evening, around 5 pm I received a call from the inspecting technician, and Erin the service advisor to go over their stance regarding this recall campaign. The Technician told me on the phone that he called Kia Corporate for answers. Kia told him that they needed more proof that the oil pan was actually leaking. If they proved the oil pan was leaking Kia would cover it. And, I was told this campaign did not include Valve cover leaks. (The one up high on the engine, and inside the spark plug hole was not covered!)

They insisted I was responsible to Pay to have further inspection done (Power washing the engine and running the motor to verify leak location) and if the oil pan was actually leaking, they would cover that repair cost. So, in general, I would pay 2-3 times (\$140) the actual repair cost (\$56.87) for an inspection and possible coverage of a leak that is unlikely to be a source of Engine fire.

CL-11407658-7195

TG
4.12.21

ER



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: (KNAGM4AD0E [REDACTED])

January 27, 2021

Dear Kia Optima Hybrid 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 2011-2013 MY Optima Hybrid 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

Sign up for text marketing messages



BERLIN CITY KIA VT
586 Marshall Ave.
Williston
(888) 851-1761

We are proceeding with your requested services.

During our Multi-Point Inspection we found additional services your vehicle may require.

These services can be completed during your current appointment if you provide the approval to proceed with the work.

Your Service Advisor

Erin Marcotte
(802) 657-7183
EMarcotte@berlincity.com

2011 KIA OPTIMA HYBRID Base



[See inspection video](#)

[See full inspection report](#)

Inspection report contains photos and comments about your recommended services

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 11, 2021 1:04 PM
To: 'Erin Marcotte'
Cc: [REDACTED]
Subject: RE: Repair report

Hi Erin,

Thanks for getting back to me. What about the leak from the Valve cover?

I do not see a reason why we should pay for re-inspection.

That was what you were supposed to do. If it is necessary, I think you should do this at no charge.

[REDACTED]

From: Erin Marcotte <EMarcotte@berlincity.com>
Sent: Thursday, March 11, 2021 12:59 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Repair report

Hello [REDACTED]

I just followed up with the technician who spoke with techline this morning. It appears the oil is leaking from a place higher than the oil pan. The recall pertains to leaks around the actual oil pan. They suggested cleaning the area and then reinspecting to confirm the location of the leak. There would be a cost associated with this service, which would be about an hour of labor (\$139.99, plus taxes). If the oil leak is actually from the oil pan, we would then submit a goodwill claim to seek assistance in the cost of replacement.

I apologize for the delay in getting you a response. Kia has been diligently working on clearing their back log from the system being down.

Please let me know if you would like to schedule an appointment to reinspect the leak.

From: [REDACTED]
Sent: Thursday, March 11, 2021 7:42 AM
To: Erin Marcotte <EMarcotte@berlincity.com>
Cc: [REDACTED]
Subject: Repair report



This email originated from someone outside of our organization. Please do not click on any links or open attachments unless you can verify the sender and content.

[REDACTED]

Erin,

We are still waiting to hear from you about this recall repair for (2) separate oil leaks.

If we do not hear back on this within the next week, we will get the major items done locally instead of at the dealership.
(wheel bearing and ball joint)

We will want to order the fender liners (left and right) and install them ourselves. I assume the price listed is installed.

Please provide the price to order these two parts and pick them up next time we are in the area.

[REDACTED]

Ps. If the oil leak(s) repair is covered, then we could use you for the other repairs listed as well.

To me, this is totally unacceptable for several reasons:

1. The leak up high near the spark plug hole is probably 10 times more likely to cause a fire than the oil pan leak.
2. There was no cost to me listed on the recall notice.
3. They now want me to return, pay for further inspection, and possibly not cover the repair cost.
4. The car is not sitting idle awaiting further outcome. I have addressed some of the minor issues on the report that is not related to the recall notice.

What I would like to see happen, is to have Berlin City take the car in and repair both documented oil leaks at no charge to me. Submit their claims to Kia as they see fit.

This is my Son's vehicle and it was driven daily. This has caused a major inconvenience to my family and I am exploring my options to move forward.

[REDACTED]
Fairfax, VT. [REDACTED]
[REDACTED]

3/15/21

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.**

Requested Service

[Primary]: RECALL - CUSTOMER STATES THEY HAVE RECEIVED A CAMPAIGN/RECA
\$0.00

Requested Service

[Primary]: CIVIS - COURTESY MULTI-POINT INSPECTION ARE YOU 100% SATISFIED? HOW WOULD
YOU RATE YOUR EXPERIENCE WITH US? 1-10 ____ FOLLOW UP NEEDED? ____
\$0.00

Additional Shop Charges (if applicable) ⓘ \$0.00

Tax \$0.00

Total for Services \$0.00

**Deferred Service -Needs immediate attention**

Bulb - Fog Light Replacement Bulb: left front fog bulb out
Deferred By Marcotte Erin - 02/23/2021 1:54 pm

\$57.05



Deferred Service -Needs immediate attention

Front Wheel Bearing Replacement: right front wheel bearing loose

Deferred By Marcotte Erin - 02/23/2021 1:57 pm

\$309.19



Deferred Service -Needs immediate attention

Ball Joint Replacement - Lower: left front lower ball joint loose

Deferred By Marcotte Erin - 02/23/2021 1:57 pm

\$889.99



Deferred Service -Needs immediate attention

Valve Cover Gasket Replacement: #4 spark plug bore oil soaked

Deferred By Marcotte Erin - 02/23/2021 1:57 pm

\$269.76

Deferred Service -Needs immediate attention

Oil Pan: leaking

Deferred By Marcotte Erin - 02/23/2021 1:57 pm

\$56.87



Deferred Service -Needs immediate attention
Cabin Air Filter Replacement: visual inspection dirty
Deferred By Marcotte Erin - 02/23/2021 1:54 pm

\$67.99



Deferred Service -Needs immediate attention
Engine Air Filter Replacement: visual inspection dirty
Deferred By Marcotte Erin - 02/23/2021 1:54 pm

\$49.99



Deferred Service -Needs immediate attention
Fender Liner: right front fender liner broken /missing advise replacement
Deferred By Marcotte Erin - 02/23/2021 1:54 pm

\$188.94



Deferred Service -Needs immediate attention
Fender Liner: left front fender liner broken/missing advise replacement
Deferred By Marcotte Erin - 02/23/2021 1:57 pm

\$189.67

Fairfax, VA

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, DC 20590

