



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



September 14, 2021

[REDACTED]
[REDACTED]
San Jose, CA [REDACTED]

NEF-109 tgd
Ref. No. 11429288

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2012 Kia Forte. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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, such as in their design, construction, or performance. Among other activities, 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. You indicate that your MY 2012 Kia Forte experienced the safety defect identified in NHTSA Safety Recall Campaign No. 20V-750. However, you paid to replace the engine in your vehicle prior to receiving the recall notification. You state that Kia approved your reimbursement claim, but the check was sent to the wrong address.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. We encourage you to continue to work with Kia and your dealer for further assistance with the status of your reimbursement claim.

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 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,

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