



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



October 4, 2021

[REDACTED]
Muskegon, MI [REDACTED]

NEF-109 ela
Ref. No. 11432318

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Kia Sedona vehicle. 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. We are aware of Kia's Limited Warranty Extension No. WTY019. The power sliding door in certain MY 2015 through 2017 Kia Sedona vehicles may not completely latch upon closing.

Please note that the limited warranty extension at issue was initiated by Kia and is not a safety recall. The issuance of an extended warranty, special coverage adjustment, or service campaign by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer policy adjustments to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's warranty enhancement programs and service campaigns. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

Please note that NHTSA does not participate in private tort litigation. We entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention.

We encourage you to continue working with Kia and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Kia district manager regarding your problem. You could also consider contacting your local

Consumer Protection Agency or the Michigan Attorney General's Office regarding your problem and rights under state law. Lastly, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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