



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



June 13, 2022

NEF-109 ela
Ref. No. 11464487

[REDACTED]
Dorchester, MA [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2016 Kia Sportage 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 NHTSA. Your MY 2016 Kia Sportage is affected by NHTSA Safety Recall Campaign No. 22V-051. The Hydraulic Electronic Control Unit (HECU) may experience a short circuit which can result in an engine compartment fire. The repair involves installation of a new fuse with a different capacity to prevent an overcurrent condition in the HECU's electrical circuit board.

We understand your concerns with the delay for Recall 22V-051. Please note that it is not unusual for the remedy to be delayed after a recall is announced. Recall remedy availability can be affected by numerous factors including, but not limited to, testing, redesign, manufacturing and logistics. The remedy is now available, and we encourage you to contact Kia and your dealer to schedule the repair for Recall 22V-051. Please note that you are advised to park your vehicle outside and away from structures until the recall repair is complete.

Your request for assistance obtaining a payment does not fall under our jurisdiction. We encourage you to continue to work 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 consider contacting your local Consumer Protection Agency or the Massachusetts Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates unfair, deceptive or fraudulent practices in the marketplace. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the

matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, 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 FTC. 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