

September 7, 2022

TO:

- Kia America Inc., corporate headquarters, 111 Peters Canyon Rd., Irvine CA 92606-1790
- Barnett Kia Dealership, Minnesota, attn: Recalls and Service Center, 3610 Hwy 61 North, White Bear Lake, MN 55101
- Kia Consumer Assistance Center, P.O. Box 52410, or 111 Peters Canyon Road, Irvine CA, 92619-2410
- Administrator, National Highway Traffic Safety Administration, Washington D. C., 1200 New Jersey Avenue SE, Washington D.C. 20590
- Vehicle Safety Hot Line c/o www.safercar.gov

FROM: [REDACTED], St. Paul [White Bear Twp.], MN [REDACTED] Email is: [REDACTED] Phone [cell] is [REDACTED]. Landline: [REDACTED] [Owner of a 2014 Kia Sportage; details on mileage, etc at end of letter.]

CC:

- Minnesota Attorney General, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101
- Minnesota Better Business Bureau, 220 River Ridge Circle South, Burnsville, MN 55337
- Minnesota Consumer Protection, 85 7th Place East, Suite 280, St. Paul, MN 55101
- Governor Tim Walz office, 75 Rev. Martin Luther King Jr. Blvd., St. Paul MN 55155
- Representative Betty McCullum, 4th District, 661 LaSalle St., Suite 215, St. Paul, MN 55114
- Senator Amy Klobuchar, MN Office, 1200 South Washington Avenue South, Room 250, Minneapolis, MN 55415
- Senator Tina Smith, 60 East Plato Blvd., Suite 220, St. Paul MN 55107

RE: I submit to each of you listed above a formal complaint concerning the Kia Sportage "Important Safety Recall" dated 31 March 2022—and my need for your assistance with problems I have encountered.

In early April 2022, I received the enclosed safety recall letter from KIA America Inc. As you will read, it concerns a *serious* safety issue. This is an issue which affects not only me, but many others, including the couple who live in the townhome adjoining mine. Lives and homes could be at stake.

COMPLAINT #1: When I received this recall letter, I promptly contacted Barnett Kia of MN, where my 2014 Kia Sportage is serviced. They informed me that they did not have the part to perform this recall, and they were having trouble *finding* the part, as it did not appear to be available yet. They tried to assure me that "*this recall is an extreme over-reaction*" and really "*unnecessary.*" I told them this was not a credible response, given the recall, and did not satisfy me, and to contact me as soon as they located the required part.

It is now September, and I need this resolved, to be safe! And so, I have made an attempt again today to reach Barnett Kia. [I have made earlier attempts as well.] . The defect *can* ignite an engine fire, even when the car is turned off! They do not answer their phone, or return my messages. In fact, the *only reply* I have had from Barnett Kia is from a salesman there, Dave Wicklein, who wanted to sell me a new Kia. I declined. I thanked him for calling, but stressed that I was awaiting an appropriate reply from their service manager.

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COMPLAINT# 2: Today , getting no help from Barnett Kia, and I tried to contact the phone numbers provided in the attached recall letter. *As directed*, I phoned the Kia Consumer Assistance Center at 1-800-333-4542. After a wait on hold, a woman answered and said she would stay on the line with me as she connected me directly to the Barnett Kia dealership. She did not give me her name; nor did she remain on the line with me as promised. The line went to Musak, in an endless loop that would irritate a saint. I stayed on the line for 33 minutes [from 9:00 a.m. to 9:33 a.m.], **when the line went dead. I was then disconnected!** Nor did the Kia representative call me back, though she had my full information and phone number.

I now find myself trapped in a position where I am unable to get this recall done. Nor, because of this recall, can I in good faith trade in or sell the vehicle. **Thus, I am seeking your assistance to remedy this situation.**

SPECIFIC REMEDIES REQUESTED:

- Get the recall on my vehicle done asap!
- File formal complaint with MN offices, so that other consumers are forewarned.

I thank you in advance for any help you can provide to correct this problem.

A postscript for those who *care* about who you are helping—and to those of you who, like [REDACTED] and [REDACTED] and [REDACTED] who already DO so much to fix problems like this: If this letter seems angry, I guess it is—because so much in life these days is about corporation profits, instead of the good of people, and quality service. I think more of us need to get angry and object! And I know there are many who struggle with these same issues. E'd even hazard a guess that there are Kia workers who wish they could protest the situation.

I am a [REDACTED] senior widow, and I am *serious* about living sensibly, because I live with disabilities, alone. I cannot walk w/o a walker, which means *I need to park in my garage*, where I am able to function more safely, with accommodations already in place! I NEED a safe vehicle. I own & use 4 walkers [one on each level of my home; one in garage, and one special one in my car.] I have a lift on my stairs. Meanwhile, I have never had a car accident. I never drive freeways anymore, and only use my car for local businesses and doctors near me. I do not drive at night anymore. My home is fully handicapped. After my last limb surgery, I successfully completed both written and behind the wheel driving evaluations. My doctors assure me I am fully competent mentally to drive, and remain in my home. I live in a townhome; I pay a cleaning lady and handymen, as needed. I have a long term care policy. I do not drink alcohol or wine, and I could go on, but will spare you. The point is I am doing my part! **All of this, and more, allows me to remain independent in my home, and to avoid hurting anyone else [like my wonderful neighbors—who also worry about a car fire! Remaining independent in my own home is very important to me!**

SO, bottom line: I grow increasingly concerned about this recall. I am suffering stress over this unresolved problem, which, for me, is one more health risk, *in addition to the danger of an engine fire involved here!* Kia has proved to me that they take customers for granted and I feel they are also being condescending—if not downright illegal—and that makes me angry! Which is why I finally decided I should not wait on Kia anymore, and it was time to contact all of you: ***I genuinely need your help. And I will appreciate any assistance or new information you, or your office, can provide! Thank you.***

In the event this personal information should be required: My car is a gray 2014 Kia Sportage, 4-door, with MN license plate [REDACTED]. The current mileage on this car reads: 57,904. The full service record is held at Barnett Kia in White Bear Lake MN.



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

57610



IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V051)

This notice applies to your vehicle: (KNDPB3AC8E [REDACTED])

INTERIM NOTICE

March 31, 2022

Dear Kia Sportage 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 America, Inc. has decided that a defect which relates to motor vehicle safety exists in 2014-2016 MY Sportage vehicles. The defect can result in a fire in your vehicle's engine compartment. Our records indicate that you own or lease one of the potentially affected vehicles.

This is only an interim letter as we work to obtain the remedy part. The purpose of this letter is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available so that you can schedule a dealer appointment to have the repair performed at no cost to you. **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.**

What Is The Problem?



An engine compartment fire may occur in the area where the Hydraulic Electronic Control Unit (HECU) is located in your vehicle. The exact cause of fire remains unknown. However, it is believed that the HECU may experience an internal electrical short circuit that could result in overcurrent. An electrical short circuit in the HECU increases the risk of an engine compartment fire while the vehicle is parked or driving. A fire increases the risk of injury.

Kia Will Install A New Fuse At No Cost To You.

When the remedy part becomes available, your Kia dealer will install a new fuse with a different capacity to prevent an overcurrent condition in the HECU's electrical circuit board. This work will be performed at Kia's expense **at no cost to you.**

What Should You Do?

- Out of an abundance of caution, park your vehicle outdoors and away from other vehicles or structures until you have the recall repair performed.
- 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 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, 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 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,

Mileage? : _____

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.

SAINT PAUL MN 55108

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Administrator NGA
National Highway Traffic Safety Adm.
1200 New Jersey Ave SE
Washington D.C.

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