



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



October 25, 2022

NEF-109 ela
Ref. No. 11485797

St. Paul, MN

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 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. We understand your concerns with the delay for NHTSA Safety Recall Campaign No. 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. We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle. In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

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,

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