

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [ArtemisSupport](#)
To: [NHTSA ODI CRD](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOO# 11491079 [REDACTED] - Photos - Thanks for Letting Us Know About Your Safety Problem.
Date: Tuesday, November 1, 2022 4:08:21 PM

Attention CRD Inbox,
Consumer has submitted 3 Photos of Voluntary Service Campaign. (see above)
She does not say what she wants done with them and has not written anything below.

Thanks,

[REDACTED]

Artemis Modernized Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Thursday, October 27, 2022 1:09 AM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.



Voluntary Service Campaign
Kia America, Inc. 10000 North Central Expressway, Atlanta, GA 30328

VOLUNTARY SERVICE CAMPAIGN

August 13, 2022

Dear Kia Parts Vehicle Owner:

Kia America, Inc. is introducing a Voluntary Service Campaign to inspect and, if necessary, replace brake pads on certain 2014-2017 MY Forte and Forte Koup vehicles that were originally sold in an area currently reported to states where heavy amounts of road salt are used. In addition, an anti-corrosion material will be applied to the underbody components for added protection.

Why is Kia Conducting This Service Campaign?

Although it may take many years to develop, brake pad corrosion can occur due to a combination of environmental conditions and lack of proper underbody maintenance. Brake pad corrosion can occur in periods in states where heavy amounts of road salt are used if the material used for ice/snow removal are not regularly flushed from the underbody of the vehicle. If this condition occurs, customers may experience the brake fluid level rise can result in gradually increasing soft brake pedal feel and/or Brake Fluid Warning Light illumination.

What Will Kia Do

Kia dealers will inspect and, if necessary, replace the affected brake pads. Dealers will also apply an anti-corrosion material to the underbody components. This campaign will be performed at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the inspection, repair (if necessary), and apply the anti-corrosion material to your vehicle can vary depending on the dealer's work schedule. To a service appointment is an important way of ensuring your convenience. Please present this notice when you arrive at the Kia dealer.
- Read the information and follow the instructions in the section titled "Maintenance Section 1 - Underbody Maintenance" of your owner's manual regarding the ongoing maintenance and cleaning of the underbody of your vehicle to limit the effects of road salt conditions in the future (page 7-92). If proper underbody maintenance is not performed, accelerated rusting can occur on underbody parts even though they have been provided with this additional rust protection.
- If your Brake Fluid Warning Light illuminates and/or you experience a change in the feel of your brake pedal while braking prior to completion of this Voluntary Service Campaign, please contact your authorized Kia dealer to arrange a service appointment as soon as possible. Kia Roadside Assistance is available online at kiausa.help.com or by phone at 800.333.4KIA (4342) to provide towing assistance.
- 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.

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On Oct 20, 2022, at 9:09 AM, [Kia Customer Service](#) wrote:

Dear [REDACTED]

If the parts are on backorder with no expected date of delivery, we recommend you do not drive your vehicle. To drive a vehicle that is having a known mechanical issue, with the brake, and a customer is making their own personal decision to continue to drive the vehicle, this is the customer's decision, not Kia America or the dealership. We are not responsible for you as a customer.

As this may sound unsatisfactory to advise you not to drive your own vehicle if there are mechanical concerns that can put you and others at risk, if you do drive the vehicle, this is not a controllable factor for Kia America or a dealership.

If you need to rent a vehicle or take a ride share service, you can submit a reimbursement review. Our process for that review:

1. We need proof of repair order invoice showing the parts were on back order, this repair order invoice will also show the time the vehicle was in for repairs up until completion for that particular recall.
2. proof of payments made towards your rental or ride share service, this would be the bank statement from the card you used to pay for services, please highlight those areas.
3. your finalized invoice from the ride share (this can be your email or screenshot of final charges), or the finalized pdf form of an invoice from a rental car company.
4. Proof of ownership, this is the current registration.

I have placed the rates that Kia will reimburse you for the rental of vehicle or rideshare service below.

All Kia Rio, Forte, and Soul vehicles (economy and standard): \$39 per day

Kia Optima K5 (full size): \$42/day

All Kia Sportage/Seltos (compact SUV), Sorento/Telluride (standard/intermediate SUV), Sedona/Carnival (minivan), and Kia Niro (compact SUV): \$44/day

The K900, Cadenza, Stinger, and EV6 would all be considered Full Size and receive the \$42 reimbursement.

Rideshare reimbursement

Uber, Lyft, Taxi, Redcap, etc

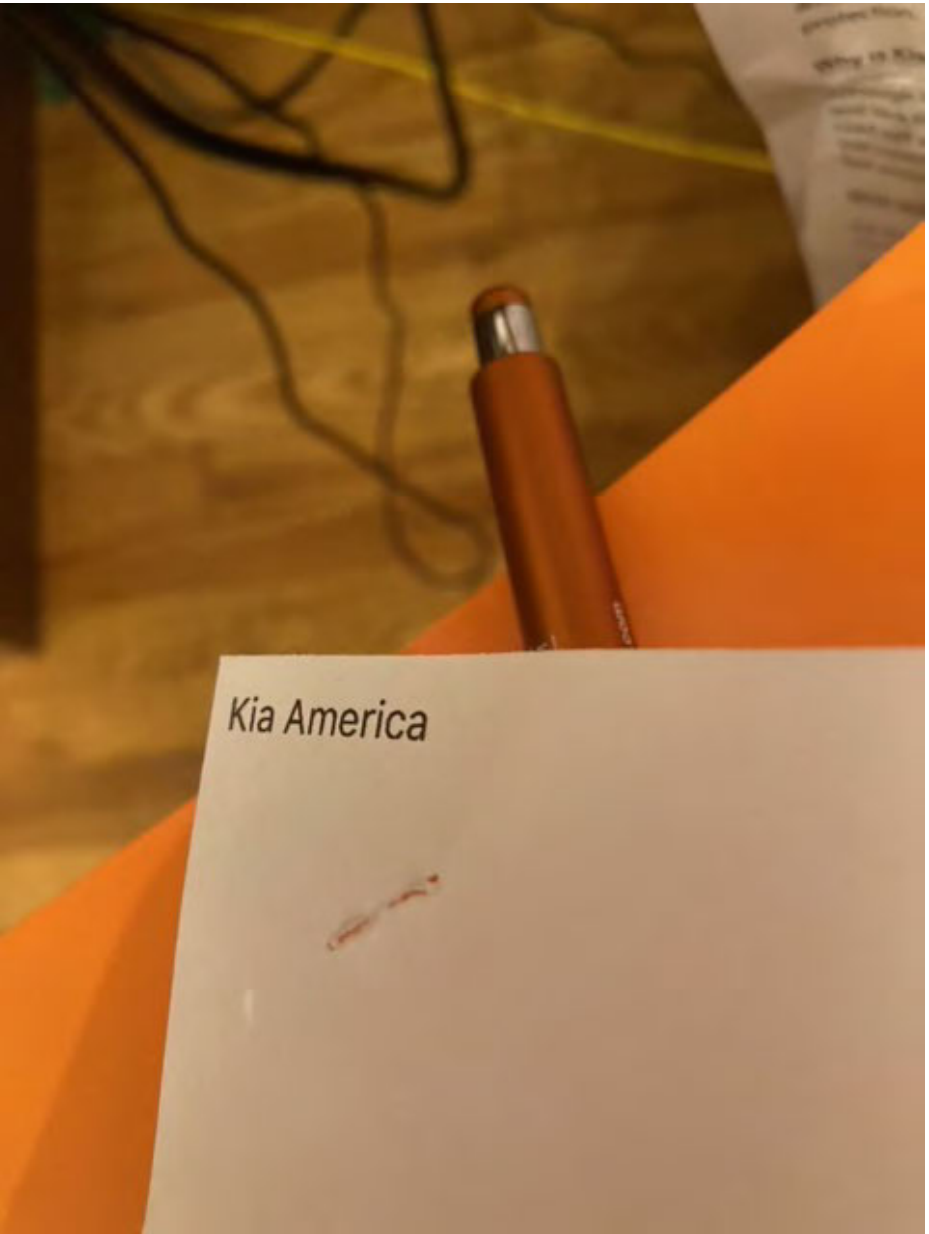
Maximum Allowance is \$38 per trip

Each way with a maximum of two one-way trips per repair visit.

Keep in mind, a deposit may be required, fuel and additional insurance required are not covered, however we do cover taxes.

I will reach out to the dealership to get part and order information so we can track the parts if possible. As stated, please do not drive your vehicle if you are experiencing brake concerns, however this is only recommended as we cannot force a customer to make their own decisions.

Sincerely,



Sent from my iPhone

On Oct 26, 2022, at 11:39 PM, NHTSA-ODI-Consumer-Communication@service.govdelivery.com wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11491079](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

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