

From: [REDACTED]
To: ihope@kiausa.com; jiablansky@kiausa.com; syoon@kiausa.com; scenter@kiausa.com; gsilvestri@kiausa.com
Cc: [DOT Exec Sec \(OST\)](#); [NHTSA media](#)
Subject: Recall Assistance: VIN KNAFU4A24D5 [REDACTED]
Date: Thursday, November 17, 2022 3:11:02 PM

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Good Afternoon,

I am looking for assistance with a 2013 Kia Forte Theta II 2.0L engine that has experienced total engine failure very suddenly. Although we found that many of these engines in this year have been recalled for the same problem, the VIN on this car is not included. The local KIA service department in Daphne, AL has confirmed that the engine is a total loss and can not be fixed without full engine replacement.

[REDACTED]

I purchased this car for my son in 2017. There were about 45,000 miles on it at the time I purchased it, and there are now 111,000 miles on it. One of the reasons we decided on a Kia is because of its excellent reputation as a low maintenance, low cost car that should last well over 100,000 miles. In fact, we are currently driving to a dealership in Pensacola to hopefully purchase another Kia, this time brand new. **We believe in these cars and in this company to manufacture a good machine**, and to address any identified defects via recalls.

And while it's exciting to be purchasing a new car, my son is grown now and will be making these payments himself, which is daunting at his age of [REDACTED] (my son) has worked his way through culinary school, never taken out any loans, rather working part-time, going to school full-time, and saving to pay his way. He is close to graduating, but is not quite there yet, so these payments will be very difficult for him to make until he has his diploma and can work full-time. We did not expect that his Kia Forte would let him down so early in the game.

I understand the explanation of his circumstance may not be relevant, but I believe there has been a mistake and, so, I ask if a second look can be given to his VIN to see if his car might in fact be part of the recall. The fact that so many of the exact same engine in the exact same year were recalled for total engine failure, which is exactly what has happened to him, and that it generally happens at just over 100,000 miles, which is exactly what happened to him, surely can't be a coincidence.

Please review this particular case and let us know if there is anything that can be done. We believe in your product, and we really want to be happy with KIA's willingness to stand behind that product.

I can be reached via email reply or at the following number:



I look forward to hearing from you.

Sincerely,

