



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



July 16, 2025

[REDACTED]
[REDACTED]
Lyndon Station, WI [REDACTED]

NEF-109 jb
Ref. No. 11514618

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Kia Sportage vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We entered your vehicle identification number (VIN) into our VIN Look-Up Tool and did not identify any open recalls on your vehicle (report enclosed). However, on November 17, 2023, ODI opened an investigation, Audit Query (AQ) 23002 to review the 16 Hyundai and Kia recalls conducted since 2016, involving 6,383,145 vehicles for potential ABS module fires (resume enclosed). To date, our investigation continues, and no determinations have been reached. We entered your information into our database. It will be included with other reports for our investigation. You can learn more about NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

Your request to have your vehicle replaced with one of equal value 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 Kia district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Wisconsin Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP and by using the Internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,




Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosures

2017

Kia SPORTAGE EX AWD AUTO**VIN:** [REDACTED]

Recall data refreshed on Jul 15, 2025

0 Unrepaired Recalls

associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.

- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#).



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ODI RESUME



Investigation: AQ23002
Prompted By: 16 Hyundai and Kia Recalls
Date Opened: 11/17/2023
Investigator: Choon Lee **Reviewer:** Alexander Ansley
Approver: Tanya Topka
Subject: Hyundai and Kia ABS Module Fires

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Mando America Corporation
Affected Manufacturers: Hyundai Motor America / Kia America, Inc.
Products: Various Hyundai and Kia vehicles
Population: 6,383,145

Problem Description: To review the 16 Hyundai and Kia recalls conducted since 2016, involving 6,383,145 vehicles for potential ABS module fires.

ACTION/SUMMARY INFORMATION

Action: Open Audit Query (AQ)

Summary:

The Office of Defects Investigation (ODI) has received eight Hyundai Motor America (Hyundai) and eight Kia America, Inc. (Kia) Part 573 Recall Reports between 2016 and 2023. The combined 16 safety recalls all involve the antilock braking system (ABS) modules or Hydraulic Electronic Control Units (HECU) manufactured by the equipment supplier Mando. The Part 573 Recall Reports contain varying defect descriptions and differing remedy descriptions for the same or similar equipment supplied by Mando.

Safety recalls included in this Audit Query (AQ) review include:

Hyundai recalls 20V-520, 20V-543, 21V-161, 21V-160, 21V-303, 22V-056, 22V-810, and 23V-651.

Kia recalls 16V-815, 20V-518, 20V-519, 21V-137, 21V-331, 22V-051, 22V-800, and 23V-652

The purpose of this AQ is to evaluate the timeliness and scoping of Hyundai and Kia's defect decision making and adherence with reporting requirements; and understand the varying defect descriptions and remedies between these recalls.