

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov); [DataQuality](mailto>DataQuality@dot.gov), [DataQuality \(NHTSA\)](mailto>DataQuality@dot.gov)
Subject: Re: FW: Follow up to ODI Complaint ----- 11517791-----
Date: Monday, May 22, 2023 1:46:41 PM
Attachments: [REDACTED]

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.

Hi,

The engine got seized due to a common call which is having some leftover metal particles in the engine cylinders. This call affected a massive number of Kia and Hyundai owners. In my case, it was more than just a seized engine, the consequences were an accident that almost took my life.

VIN: 5XYKT4A19DG [REDACTED]

I have attached some supporting documents for you. Note that I have sold the car. Please let me know if you have any questions.

On Mon, May 22, 2023 at 9:49 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

12/30/22, 2:30 PM

Invoice



MTW Towing

112 8th Ave NW, West Fargo ND 58078
Phone: (701) 729-6340 | Fax : (701) 282-3438

Impound Invoice

Printed 12/30/2022

Released To	[REDACTED]	GRAND FORKS ND	Phone	[REDACTED]
Call #	[REDACTED]	Reason for Impound	Accident	
Stock #	[REDACTED]	VIN Number	5XYKT4A19DG [REDACTED]	
Bill To	IMPOUNDS	Model	2013 Kia Sorento (Tan)	
		License Plate	DEALER PLATES	
Account	STATE RADIO	Drivable	No	
Date/Time Impounded:	12/21/2022 3:25 PM	Keys	No	
Date/Time Released:	12/30/2022 2:24 PM	Towed from	I-29 N, Gardner, 58036, ND	
Days Held in Impound	10 days	Stored at	MTW TOWING YARD 112 8th Ave NW, West Fargo North Dakota 58078	

Towing charges	Quantity	Price	Line Total
(Towing) Loaded/Hooked Mileage	35	\$5.00	\$175.00
(Towing) Accident Tow	1	\$175.00	\$175.00
(Towing) Clean Up	1	\$50.00	\$50.00
(Towing) Admin Fee	1	\$75.00	\$75.00
(Towing) Winching	1	\$350.00	\$350.00
(Towing) Fuel Surcharge	1	\$50.00	\$50.00
<hr/>			
Storage charges	Quantity	Price	Line Total
(Storage - Storage Fees) Impounds/Storage: Daily Impound Rate	9	\$50.00	\$450.00
Towing Subtotal			\$875.00
Storage - Storage Fees Subtotal			\$450.00
Subtotal			\$1,325.00
Taxes			\$0.00
Grand Total			\$1,325.00
Amount Due:			\$0.00 / Paid

Cash payment of \$1,325.00 applied on 12/30/2022

MTW Towing appreciates your business; if you have any questions regarding this invoice, please contact us at (701) 729-6340.

Signature: _____

[REDACTED SIGNATURE]

Date: _____

12/30/22

USDOT: 806860

[REDACTED]

First Choice car care LLC

2775 main Ave

Fargo,ND 58103

Phone : (701)478 7716

Vehicle Description: **Kia Sorento 2013**

4cyl Gasoline 2.0

Automatic

Preliminary Estimate

Owner [REDACTED]

Address [REDACTED]

Grand Forks,ND [REDACTED]

Damages:

Description	Price
Passenger and driver side seats Airbags deployed repair with labor cost	\$950
L &R Roof side Airbags deployed, repair with labor cost	\$1450
Front Windshield damaged, repair with labor cost	\$550
Engine replacement and repair with all connectors	\$3100
Total	\$6050

Warranty Coverage

Warranty Coverage Validation

WARRANTY

Basic Vehicle Information

Battery Prorating Warranty History Print

VIN #	5XYKT4A19DC [REDACTED]	Year / Model	2013 / XMA Sorento (XM)
Serial	357529	Model Description	SORENTO LX FWD AUTO / 72222
Engine	G4KECK38 2.4 LITER ENGINE	Color(Ext/Int)	IM-TITANIUM SILVER / VA-BLACK
First Name	[REDACTED]	Last Name	[REDACTED]
Mileage Entered	153000	Retail Mileage	10
Production Date	Jul 17, 2012	Sales Type	KLSE KIA LEASE SBV/BALLN PYMT
Retail Date	Aug 11, 2012	Key Code	KG0938
Wholesale Date	Aug 08, 2012	Warranty Start Date	Aug 11, 2012
Selling Dealer	MN016 : Kia of Mankato	Branded Title	
Lawsuit	No	KIA Maintenance	N
Extended Service Plan	Yes (See Extended Service Contract Information below)	Open Campaigns	Yes (See Campaign Info below)
Owner Transfers	Yes (10/100 coverage NO LONGER applies)	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	050900832566
Sirius Activation Date	Aug 11, 2012	Sirius Expiration Date	Nov 09, 2012
PDI Performed	Y		
Remark	- KIA Maintenance Coverage applies. No		
CPO Contract Number	CPO # [REDACTED]	CPO Expiration Date	Aug 11, 2022

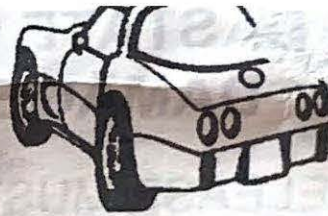
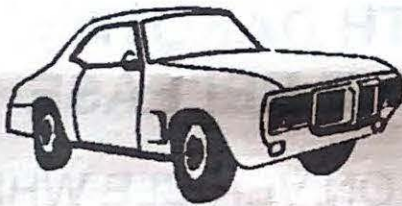
Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
CS2304A	Cust. Satisfaction	CS2304A ANTI-THEFT SW & DECAL: XMA			
SC124	Safety Recall	SC124 TRANSMISSION GEAR SHIFT LEVER	MN016	Oct 31, 2018	RD
SC141XM	Service Campaign	SC141 UNDERBODY ADDL ANTI-CORROSION: XM	MN016	Dec 04, 2018	RD
SC200XM	Safety Recall	SC200XM ENGINE INSPECT/TEST/REPAIR			
SC200XM1	Service Campaign	SC200XM1 ECU UPDATE - KSDS			

Warranty Extension Coverage

Warranty Extension	Description	Coverage (Months/Mileage)	Years	Mileage	Eligible	Document Reference
PI2002	PI2002 Y/Z ENGINE R&R	180/150000	11	153000	N	KSDS Requirement Not Met
WTY003	11-15MY XMA CLOCKSPRING ASSY WTY EXT (15YR/UNLMTD)	180/999999	11	153000	Y	TSB ELE 108
WTY012	2011-2013MY XMA HALOGEN HEADLAMP	120/999999	11	153000	N	WARRANTY BULLETIN CS1901

- Keeps transmission operating with clean, uncontaminated fluid

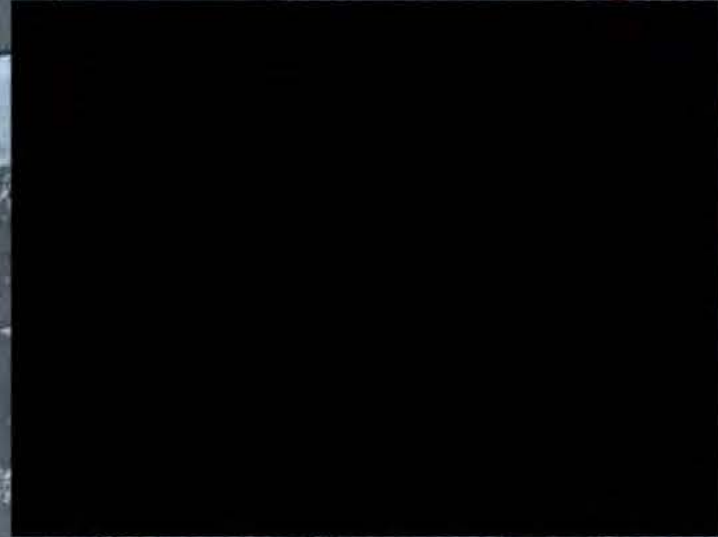


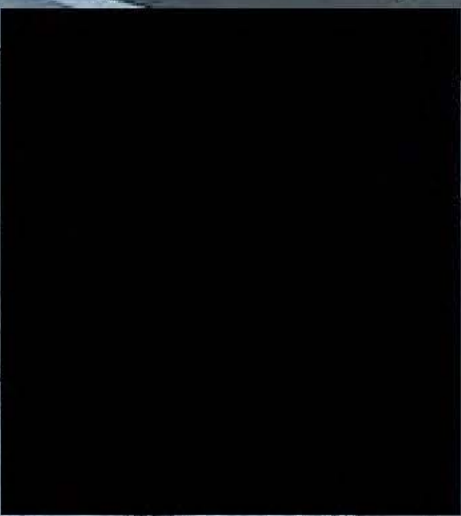
Lic. No. Temp Striker	State
Date of Crash 12/17/2022	
Officer 239	
Dept. NDHP	City Fargo

SFN 9489 (10/2018)









KIA

KIA
of Mankato

