

CL-11520457-1000

Pete Buttigieg
U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

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

[REDACTED]
Lido Beach NY [REDACTED]

April 7 2023

Sec Buttigieg,

Almost a month ago I sent the enclosed letter to the CEO of Kia, and I've yet to receive a response. I had received a letter from Kia in November 2022, also enclosed, stating that the hitch harness on our 2018 Sorento is defective, and that the car could burst into flames, so we shouldn't park it near the house. When I received this letter, I was alarmed, so I called your customer service and was given a case number [REDACTED]. Nothing has happened. When I visited my local Kia service department last week to see if they could simply remove the fuse, or even the whole harness, they said they could do nothing without direction from Kia headquarters. When I call Kia headquarters, they say I should speak to the dealership service department.

To say that this is a transportation safety problem is to overstate the obvious. If one of these vehicles bursts into flames, it puts anyone in the proximity, not just the owner, in jeopardy. Please contact Kia to demand that they fix this problem, and let me know how they plan to fix it.

Thanks in advance for your help,

[REDACTED]

SeungKyu (Sean) Yoon
CEO
Kia America
111 Peters Canyon Rd, Irvine, CA 92606

[REDACTED]
Lido Beach NY [REDACTED]

March 15 2023

Sean,

Five months ago I received the enclosed letter from you folks. Essentially, the letter states that the hitch harness on our 2018 Sorento is defective, and that the car could burst into flames, so we shouldn't park it near the house. When I received this letter, I was alarmed, so I called your customer service and was given a case number [REDACTED]

At the same time we began contacting several Kia dealers in the area about buying a 2023 Telluride, and we almost did buy one, but at the end of the day they couldn't supply a hitch for the car, but said it would eventually be available. I've been checking back periodically, but to no avail. It is our intention to give the Sorento to my daughter and son in law, and replace it with the Telluride.

However, when I called your customer service today, everything clicked. I was told that there are no hitches for the Telluride because you still haven't found a solution to the problem of the Sorentos bursting into flames due to the hitch wiring.

As you can see, it has been almost 6 months since you sent me the letter. My daughter happens to be pregnant with our first grand child, and needless to say I wouldn't be much of a grandfather if gave them a car that might burst into flames. Not to mention, my wife and I would not want to be in or near a car when it burst into flames.

So I have 3 simple questions for you.

First, what do we do if the Sorento bursts into flames, causing injury, death or damage? What will Kia do in that case? Second, when will this problem be fixed by you? Third, and least important to me but perhaps most important to you, when will defect free hitches be available for the 2023 Telluride?

[REDACTED]



Kia America, Inc.
Corporate Headquarters
171 Peters Canyon Road, Irvine, CA 92606-1790 USA

T10-6T103Z-0TS-ISO

F104 - 1T-PS

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 22V015
This notice applies to your vehicle. **DO NOT DRIVE**

INTERIM NOTICE

November 11, 2022

Dear Kia Sorento Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2016-2020 MY Sorento vehicle equipped with a Genuine Kia tow hitch harness accessory. The defect can cause a fire, increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

This is only an interim letter as we work on a remedy. The purpose of this letter is to keep you informed of Kia's recall implementation plan. **We will send you another letter when the remedy is available so that you can schedule a dealer appointment to have the repair performed free of charge at no cost to you.** **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.**

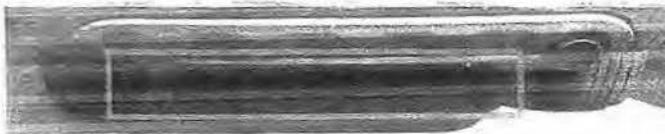
What Is The Problem?

A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition on. Debris and moisture contamination on the tow hitch harness module printed circuit board (PCB) may cause an electrical short circuit, increasing the risk of a fire. A fire increases the risk of injury.

What Should You Do In The Interim

- Please see the images below to verify if a tow hitch harness is installed on your vehicle:

NO HITCH INSTALLED



NO FURTHER ACTION REQUIRED

TOW HITCH HARNESS INSTALLED



AFFECTED BY THIS RECALL

(See Instructions Below)

- o **NO HITCH INSTALLED:** If your vehicle is NOT equipped with a tow hitch harness accessory, no further action required.
- o **TOW HITCH HARNESS INSTALLED:** If your vehicle is equipped with a Genuine Kia tow hitch harness, in the interest of the safety of your passengers, as well as your own safety, park your vehicle outdoors and away from other vehicles or structures until you have this recall performed. We will send you another letter when a recall remedy is available.

Lido Beach, NY

PO BOX 11 address has changed

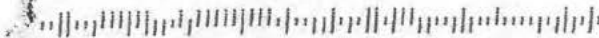
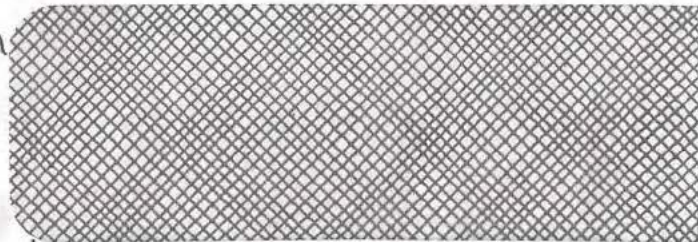
MID-ISLAND NY 117

10 APR 2023 PM 3 L



Rete Buttigieg
US Dept of Transportation
1200 New Jersey Ave SE
Washington DC
20590

20590-



OST-S10-230419-041