

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ---11573341
Date: Thursday, March 28, 2024 1:31:58 PM

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.

Is there any answer for me on this about my Kia Car

On Wed, Mar 6, 2024 at 6:27 PM [REDACTED] wrote:

I filled out the things I was sent my first recall did not come through fast enough the inside of my car stayed so wet that a lot of things are rusting and the dashboard had to be replaced but now the computer system is acting crazy I never know what it will do day to day it also rusted out the metal part on the inside of the car it was put in a lunch bag in a thousand pieces this car only turned over to thirty nine thousand miles but I now have a grandchild in N C and can't go see him None of my grandchildren are allowed to ride in this car and I agree it's not safe under the dashboard it is rusted were the steering wheel turns it is so rusted thing will flash up on the car showing a a car with all kind of colors on it that has only happened twice and I can't get it to do it again so I do believe that the computer system got to wet and has started acting up everything that is wrong with my car was wrong with it the day I bought it I just did not know it is also one that can be stolen easy please help me with this I am [REDACTED] years old and never thought that this could happen but they sent out the recalls late just the windshield if it had been told about so much damage has been done with the water it has had in it thank you very much [REDACTED]

On Wed, Mar 6, 2024 at 11:30 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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation