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

12/15/2023

Dear National Highway, Traffic, and Safety Administration,
I am writing to you to address the situation with my 2011 Kia Sportage. I received the enclosed and attached letter from Kia on the 29th of November. This letter warns of a fire hazard when driven or parked and suggests not parking near other cars, structures, or in my garage until the parts to address this recall are available. They do not let you know that you can pull the battery to temporarily fix the issue.
There is a stated risk in driving the car, yet we must drive the car to get fixed once the parts are available. They do not provide safe transportation to fix the car, nor do they provide safe transportation to get to work, appointments etc. until they can fix this serious issue.
This is the 4th recall on this vehicle, and they are easily stolen so I really don't want to leave outside my garage. They should be required to fix this issue as well.
Lastly, there is no time frame to fix this issue as they do not even have the parts to do the recall work.
This letter appears to be a letter to protect Kia and not the consumer.
Please address these very serious consumer safety issues.
Sincerely,

[redacted]

L Please call with your
attention
email [redacted]
My
Rio Rancho, N.M.

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

[redacted] - [redacted]

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V652
This notice applies to your vehicle: KNDPECA[redacted]

INTERIM NOTICE

November 14, 2023

Dear Kia Sportage 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 2011-2013 MY Sportage vehicles. The defect can result in an engine compartment fire, increasing the risk of injury. Our records indicate that you own or lease one of the affected vehicles.

This is only an interim notice as we work on obtaining the remedy part. The purpose of this notice is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available so that you can schedule a dealer appointment to have the recall 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?

The Hydraulic Electronic Control Unit (HECU) may experience an electrical short circuit, which can result in an engine compartment fire while driving or parked. An engine compartment fire while parked or driving can increase the risk of injury.

When The Remedy Part Is Available, Kia Will Install New Fuse(s) Free of Charge At No Cost To You.

When the remedy part is available, Kia dealers will install new fuse(s) to prevent an electrical short circuit condition in the HECU's electrical circuit board. This recall will be performed **free of charge at no cost to you.**

What Should You Do In The Interim?

- Park your vehicle outdoors and away from other vehicles or structures until you have this recall performed.

- **WARNING: If you experience illumination of the Malfunction Indicator Lamp ("MIL") , ABS warning light , burning/melting smell, and/or smoke from the engine compartment, pull over to a safe location and turn OFF the engine. Contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.**

- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.

PITRE
877-887-1633

- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

1-888-327 4236 Nat Safety HOTLINE

1-800-333-4542

QR Code Use:

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.*
- *Open the **QR Code Reader App** on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App** instructions.*

[redacted]
Albequerque, N.M.

ALBUQUERQUE NM 870
15 DEC 2023 PM 2 L

National Highway Trafficand Saffcy Administration
1200 New Jersey Avenue S.E
Washington D.C. 20590

20590-