

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ----11576286-----
Date: Tuesday, March 26, 2024 12:13:26 PM

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My wife and I own a 2013 Kia Sorento as our only vehicle. We have not been able to use it since late 2023, due to this safety recall. We have been paying out of our pocket for a rental vehicle since then, and it has been quite a strain on our budget. The dealer/manufacturer refuses to consider a request for reimbursement until after the recall has been resolved.

VIN: 5XYKT3A60DG [REDACTED]

On Mon, Mar 25, 2024 at 1:16 PM 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