

To: KIA America Inc & National Highway Traffic Safety Administration 2/16/2024

Dear Sirs,

I received a Safety Recall on my 2013 Kia Sorento Vin # 5XYKUDA26DG [REDACTED] on November 14, 2023. Kia will not respond to my phone calls and just has a recorded message that states they will fix the problem when parts are available. Three months is way too long to get parts. I am told the fix is just to add a fuse to prevent possible fire. They state that I should park the car outside and away from other things that could be damaged by the possible fire.

My wife is disabled and can not get in the car from anywhere on our property except from in the garage. This recall puts the car out of use for my wife. I would like the fix NOW! If not, maybe KIA would furnish my wife with a car she can safely park in our garage.

We have been very happy with our Kia Sorento's reliability and I have bragged about it to many people, especially in my travels to ski races all around the Northwest. Now I wish I had kept my mouth shut. Our other problem is that it is making a flapping noise. I thought it was tires so I took it to a tire store. For no charge, they took all the tires off, inspected them, rebalanced them and reinstalled them. They found no problem with the tires. I took it to Renton Kia to find the problem. I had to wait 2 weeks to get an appointment and then AFTER I got there, they said it would cost \$250.00 just to look at my car. That is as ridiculous as waiting 3 months for a recall. I didn't spend the \$250.00.

Needless to say, I am not pleased with the service from Kia. I had more recalls with my Ford Transit Motorhome Van but they fixed them right away. They didn't leave me with an unsafe vehicle. I thought Kia was better but now I would rather have the Ford.

Please resolve this issue.

Thanks,

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Snoqualmie Pass, WA [REDACTED]

Handwritten mark

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Snowbird Pass WA ██████████

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NEF
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Administrator
National Highway Traffic Safety Admin.
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