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Crestview, FL [REDACTED]
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July 6, 2025

To: National Highway Traffic Safety Administration (NHTSA) and Kia Motors America, Inc.

Subject: Formal Complaint Regarding Recall 22v-760 (SC250) issued on October 14, 2022.

Vehicle: 2021 Kia Sorento SXP 2.5L 8speed automatic, VIN [REDACTED]

Dear NHTSA and Kia Motors America,

I am writing to formally file a complaint regarding my 2021 Kia Sorento and the improper handling of Recall 22v-760 which was issued on October 14, 2022 to address a known transmission defect. The recall impacted approximately 69,038 vehicles nationwide, including over 65,000 Kia Sorento SUVs from model years 2021-2022. My vehicle was among those affected, yet I am now left facing a \$7,100 transmission replacement bill, despite following proper recall servicing procedures.

In May 2023, I bought my vehicle to Daphne Kia in Alabama for an unrelated issue, a rock flew into my grill impelling the radiator. While my Kia was there for that service, the team advised the recall was performed. It was not until calling the Kia consumer relations on Wednesday, July 2, 2025 that they told me the recall was not performed. What actually happened is it was not present at the time of inspection, so the recall was closed out as done on the vehicle. Although the vehicle was reportedly serviced under the recall in May 2023 at Daphne Kia in Alabama, no transmission work was completed. Early June 2025, I began experiencing increasingly peculiar issues.

There was massive jerking between gears, shifting behavior not normal of the vehicle, hesitation when trying to accelerate from a stop or slowing, warning lights going off randomly, and complete loss of drive at all, though the car remained on. No check engine light or anything was on at first and my Kia Connect app that I pay for even said "no issues found." Quickly after, a slew of issues started to happen and it went from every now and then, to every time I started my car, then after about a week, the Kia connect app finally displayed an error code.

I took my car to Kia Fort Walton Beach (Step one Automotive) at my first opportunity after the issues started which was June 30 (though I requested appointment weeks prior but none available) and was advised on Tuesday, July 1, that my transmission had failed completely- the exact safety hazard the recall was intended to prevent. Despite Kia's recall protocol and presenting clear symptoms of the

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original defect, I am now facing a \$7,100 bill for a transmission replacement for a four year old vehicle. Kia Ft Walton Beach, FL is still in possession of my vehicle. In the meantime, I've had to rent a vehicle from Kia at \$30 per day, incurring at least \$150 in rental costs between June 30 and July 4th. F

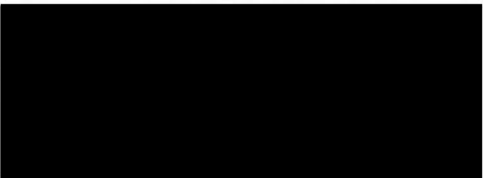
Kia has long emphasized its dedication to safety, reliability, and customer satisfaction. As stated in multiple corporate communications and Kia's official website, the company promises to deliver "vehicles built with the highest levels of quality and care" and maintains a "commitment to protecting drivers and their families on the road." If this was a true statement, how could a recall for faulty equipment that Kia knew would lead to imminent failure, be passed off as "not present at this time?" Kia knows it was faulty, that is why there was a recall issued. In my case, I am just unlucky enough to have a complete failure of my transmission years later. My car is four years old and that does not speak to much of the quality I thought I was getting out of purchasing a Kia. The statements made by Kia include prompt, effective responses to known vehicle defects and proactive steps to ensure the safety of its consumers through recall programs and warranty protections.

When a recall is initiated, it represents a formal acknowledgement that a defect may pose a risk to the vehicle performance, safety, or compliance with federal standards. Customers are expected to bring their vehicles in for the appropriate recall service, and in return, Kia pledges to remedy these concerns fully and free of charge. Closing a recall without correcting the issue violates the spirit of Kia's own consumer safety commitment and undermines the trust that customers place in the brand. It was not until I called Kia's Consumer Affairs on July 9th that the employee told me the recall was in fact not actually done, but completed due to not being present at the time of inspection. No parts were repaired or replaced. The worker at Ft. Walton Beach Kia simply said it was completed so it could not possibly be due to the recall. This was not the truth and if I did not diligently research the matter, this answer would have been thought to be a true fact.

Under the National and Motor Vehicle Safety Act (49 U.S.C. Chapter 301), automakers are legally required to remedy any safety-related defects or noncompliance with federal motor vehicle safety standards through recall at no cost to the vehicle owner. When a safety defect is identified, and a recall is issued, the manufacturer is obligated to ensure that the corrective actions are not only performed but also effective in addressing the root cause of the defect. The code of Federal Regulations (CFR Title 49, Part 573 and §77) further establishes that a manufacturer must act in "good faith" when performing safety recall repairs and must not close a recall if the repair is inadequate, incomplete, or not performed at all. Should a defect persist despite the recall being marked as closed, the vehicle owner retains the right to petition for further investigation and remediation under 49 CFR 552.

Kia's failure to properly address the transmission issue described in Recall 22v-760 (SC250)- especially after two separate dealership inspections- may constitute a breach of federal safety obligations. Additionally, this may open the door to liability under the state lemon laws or consumer protection statutes (such as the Magnuson-Moss Warranty Act), which protect consumers from unfair or deceptive practices related to product warranties and essential repairs. Given the substantial cost of the repair and the direct linking to a formally acknowledged defect, I respectfully assert that Kia remains legally and ethically obligated to cover the full cost of the transmission replacement.

Thank you for your time and attention to this matter. I am eager to resolve this issue hastily, as Step One Automotive Kia, Fort Walton Beach, Florida still has my vehicle.



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