

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

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Consumer email - 2011 KIA FORTE KOUP  
**Date:** Monday, April 10, 2017 10:05:40 AM

---

**Sent:** Monday, April 10, 2017 9:38 AM

**Cc:** Artemis HelpDesk (VOLPE) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>

**Subject:** RE: Consumer email - 2011 KIA FORTE KOUP

Please create a VOQ for [REDACTED] based on the information she provided.

Thanks, – Bob

---

**From:** [REDACTED]  
**Sent:** Friday, April 07, 2017 11:12 AM  
**To:** DoNotReplyNHTSA <[DoNotReplyNHTSA@dot.gov](mailto:DoNotReplyNHTSA@dot.gov)>  
**Subject:**

My name is [REDACTED]  
I've been taking my car in for over a year to a Kia dealer every time I took it in they say they couldn't find the problem the problem is every time I drive my car the engine light will come on and the car jerk like it's going to turn off they say when it dries it doesn't happen and I do understand that because it's every now and then my concern is my car actually stopping on me and causing it bad accident I've talked to the Kia customer service they've done different types of tests could not find the problem unfortunately for me I'm stuck with the car that puts not only me and danger but people around me that are if there's anything you could do for me I would appreciate i my car is a 2011 Kia Forte Koup  
My phone number is [REDACTED] (email [REDACTED])  
Thank you [REDACTED]