



National Transportation Safety Board
Washington, DC 20594 | www.ntsb.gov
OFFICE OF THE MANAGING DIRECTOR

MAR 23 2018

CL-11073041-7586

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

March 6, 2018

[Redacted]
Miami, FL [Redacted]

Via e-mail: [Redacted]

Dear [Redacted]

Thank you for your January 29, 2018, letter to the National Transportation Safety Board (NTSB) regarding your concerns with certain Chrysler minivans.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents and issue safety recommendations aimed at preventing future accidents. In addition, we carry out special studies concerning transportation safety and coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. The NTSB derives this authority from Title 49 *United States Code* Chapter 11. We have no regulatory authority over trucks or other motor vehicles.

The regulation of motor vehicle safety equipment is the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to NHTSA. If you wish to contact NHTSA directly regarding your concerns, you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint>.

wish you the best, and I appreciate your concerns for transportation safety.

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2018 MAR -9 P 12:07

Sincerely,

Paula Sind-Prunier, PhD
Chief
Executive Secretariat

cc: National Highway Traffic
Safety Administration
Executive Secretariat
w/ Enclosure

January 29, 2018

To Whom It May Concern,

My name is [REDACTED] and I am a [REDACTED] woman who unfortunately is now petrified to drive her 2016 Kia Soul. My car is only 18 months old and has only 19K miles on it. And what a crappy car this has turned out to be. On January 19, 2018 while driving down a busy street going 45 miles per hour, all the suddenly it became hard to push forward and all the lights in the car came on and the car stop running. Dead. No movement. Nothing. I was able to drive it to a turning signal lane and wait patience until help arrived. First one on the scene was a police officer who stayed with me for half an hour directing traffic and eventually with the help of another officer was able to direct my car into a street with minimal traffic. And there I waited for 2 hours until Kia Roadside assistance finally made up their minds whether or not to just send me someone to try to jump my car or a tow company to get my car towed to my car dealer. All the time they (roadside assistance) continue to explain to me how it sounded like my alternator was bad. My alternator. Really for a car that is not even 2 years old for to have the alternator go back. But anyways, finally the tow driver got there and advise me that my car was leaking oil. Which I also founded bizarre but was actually going to be taking the car the following day for my quarterly oil change so that did not bother me as much. By the time we got to the dealer (Sunshine Kia on 17120 S. Dixie Highway, Miami, Florida 33157) the service manager Addeil told me that they would not be able to check my car until the following workday being Monday and until they could not diagnosis my car I was not able to get a loaner or rental car. But when he went to turn on the car, all he said to me was my engine was locked. (Foreign language for me at the time). So I got home and started googling this issue. And I was shocked to read what I read. Not only is this a huge problem with the 2014 models but it happen more often than not. Do you have any idea how many of these Kia Soul's are in the market. How many millions upon millions of cars do Kia make and what crappy cars they are? I am probably the first 2016 model that this happens to. And Thank God for their warranty. Not only is everything covered but I also found out they have a specialist department for this sort of thing. What. Wait. Did I hear this right? Now I will have to wait 2 to 3 weeks to get my car back. I received a rental paid by the dealer but my fear is will this happen again. And after that I have to drive every day 30 miles to and from work, and I am honestly scared beyond my normal just knowing that at any time something or anything can happen with this crappy car. I paid 26k for this car, I am financing it. And I still owe \$19k on it. I have never ever had a car like this. And I have had foreign cars including their cousin Hyundai and ever had a problem like this. And now I don't know what to do. Isn't there 100,000 miles or 10 year warranty because the cars are good cars not bad cars. Now I don't know what to do. If you need to get in touch with me my email address is [REDACTED] This is the best way. I don't want to attached my VIN number to this letter but if I get a letter back requesting the information, I will be more than willing to address the VIN number then.

Singerely,
[REDACTED]



MIAMI FL

MIAMI
FL 331
29 JAN '18
PM 5 L



UNITED STATES POSTAGE
METRE
BETREY BOWEN
02 1P \$ 000.470
0003920370 JAN 29 2018
MAILED FROM ZIP CODE 33166

RECEIVED
AT WASHINGTON DC

2018 FEB -5 A 9 09

National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

20594-

