



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 5, 2019

[REDACTED]
Bayville, NJ [REDACTED]

NEF-109 cjb
Ref. No. 11205638

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Kia Soul vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2014 Kia Soul is affected by NHTSA Safety Recall Campaign No. 19V-120. The catalytic converter in the recalled vehicles is susceptible to damage due to overheating in certain MY 2012 through MY 2016 Kia Soul vehicles. Recall 19V-120 was initiated on February 22, 2019, and dealers are currently performing the remedy on all affected vehicles. If you still require assistance with this recall, we recommend that you contact Kia and your local dealer.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

Randy Reid, Chief
Correspondence Research Division

Office of Defects Investigation
Enforcement