



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
Bethlehem, PA [REDACTED]

NEF-109 ela
Ref. No. 11221274

Dear M [REDACTED]

Thank you for the letter about your model year (MY) 2014 Kia Soul vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). 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 motor 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 us. ODI has received reports similar to your problem. On March 29, 2019, ODI opened an investigation, Preliminary Evaluation (PE) 19-004 (resume enclosed) to further analyze non-crash vehicle fires in MY 2010 through MY 2015 Kia Soul vehicles. To date our investigation continues and no determinations have been reached. We entered your information into our database. It will be included with other reports for our investigation. You can learn more about NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you monitor our website at www.nhtsa.gov for future updates to our investigation.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division

Office of Defects Investigation
Enforcement

Enclosure