

CL-11297390-8991

[REDACTED]
Savannah, Georgia [REDACTED]

[REDACTED]
Licensed NY & NJ

Attn: Office of Defect Investigation (NHTSA)
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE West Building.
Washington, DC 20590

RE: NHTSA Complaint of [REDACTED] Tracking No. 11297390

Dear Sir:

On August 9, 2019, I purchased a 2016 Kia Soul Vehicle from Kia Country of Savannah, 1 Park of Commerce Blvd, Savannah, Georgia 31405. (See attached Exhibit A, Kia Country CARFAX Report, which is a seven-page document marked A1 through A7). At the time of the sale of the 2016 Kia Soul, a CARFAX Report was provided by the Kia Country dealership.

On December 23, 2019, my Kia Soul vehicle stopped running. All the safety devices of the vehicle stopped functioning. I was neither able to turn on the emergency flashers nor the turn signals. Further, I was unable to open the rear lift gate. The entire electrical system of the vehicle shut down, including the brakes, power steering and taillights. A brief explanation of what happen is contained in my NHTSA complaint. (See attached Exhibit B, NHTSA Complaint Number 11297390).

Also, on December 23, 2019, the vehicle was towed to the service department of Kia Country in Savannah, Georgia. From December 23, 2019 to the present, my Kia Soul has been in the possession of Kia Country. Representatives of Kia Country have made it appear that I am responsible to pay the repair expenses for the vehicle.

The CARFAX Report states that Kia Motors has decided that a defect which relates to motor vehicle safety exist in the 2012 - 2016...." (See Exhibit A5, the CARFAX Report statement in paragraph 4 of page A5). Further, on February 26, 2019, the CARFAX report states that Kia Motors America, Inc recognized a Manufacturer Safety Recall Campaign that was issued. The recall is designated under "NHTSA # 19V120, Recall # SC176 and SC176 ECU Upgrade." (See Exhibit A5, this is stated in the CARFAX report in paragraph 3 of page A5).

No representative of Kia Country has stated that my vehicle is cover by a Manufacturer's Safety Recall Campaign for its repair. In the CARFAX report, Kia has advised its authorized dealers to upgrade a part related to the Catalytic converter. The said upgrade is stated as a remedy for the Manufacturer's Recall. (See Exhibit A5, CARFAX report paragraph 6 of page A5). Further, KIA states "this work will be

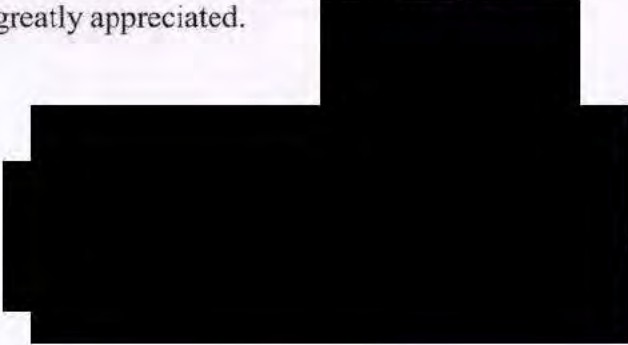
NAM
2-21-20
WD

12

performed at KIA's expense at no cost to you." (See Exhibit A5, this statement is made in the CARFAX report in paragraph 6 of page A5). Purchasers of the vehicle are not required to pay for the manufacturer's recall repair.

On January 6, 2020, I filed a complaint with the NHTSA regarding my 2016 Kia Soul vehicle. (See attached Exhibit B, NHTSA complaint Number 11297390). Also, on January 17, 2020, I contacted the manufacturer, Kia America Corporation. By their phone number 800-333-4542, I spoke to their representative Brittany. During our conversation, Brittany stated that she would contact Kia Country of Savannah, Georgia.

Please advise as to whether the NHTSA's Office of Defects Investigations will be reviewing my complaint. As of the dated of this letter, I have not been contacted by the manufacturer. Your attention to this matter is greatly appreciated.



Dated: January 22, 2020

Mailed by USPS Priority Mail and Ordinary Mail



Vehicle

2016 KIA SOUL

VIN: KNDJN2A22G
 4 DOOR WAGON/SPORT UTILITY
 1.6L I4 F DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
 Original Window Sticker

This CARFAX Report Provided by:

Kia Country of Savannah
 1 Park Of Commerce Blvd
 Savannah, GA 31405
 844-292-8406
 www.Kiacountryofsavannah.com

4.5
 63 Verified Reviews



Accident reported: structural damage



Damage reported



2 Previous owners



At least 1 open recall



7 Service history records



103,196 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Owner 1

Owner 2

Year purchased

2015

2017

Type of owner

Personal lease

Lease

Estimated length of ownership

2 years

1 yr. 11 mo.

Owned in the following states/provinces

Vermont

Georgia

Estimated miles driven per year

—

30,431/yr

Last reported odometer reading

20,002

103,196



Title History

CARFAX guarantees the information in this section

Owner 1

Owner 2

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed No Problem

Guaranteed No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed

Guaranteed

Exhibit A1

No Problem

No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.

Register | View Terms | View Certificate



Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage Structural damage reported on 11/07/2016.	Damage Reported	No New Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage Accident reported on 11/07/2016. Damage reported on 05/14/2019.	Accident Reported	Damage Reported
Manufacturer Recall At least 1 open recall reported.	<input checked="" type="checkbox"/> No Recalls Reported	Recall Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired



Detailed History

Owner 1

Personal Lease Vehicle

Purchased: 2015

Date	Mileage	Source	Comments
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
08/20/2015	8	Berlin City Kia (VT) Williston, VT 802-864-3905 berlincity.com 4.3	Vehicle serviced - Pre-delivery inspection completed - Nitrogen fill tires - Pinstripe(s) installed

Exhibit A2

124 Verified Reviews

- Vehicle washed/detailed
- Emissions or safety inspection performed

08/31/2015

Vermont
Motor Vehicle Dept.

Vehicle purchase reported
- Titled or registered as personal lease vehicle

09/16/2015

15

Vermont
Motor Vehicle Dept.
Ferrisburgh, VT
Title [REDACTED]

Title issued or updated
- Registration issued or renewed
- First owner reported
- Titled or registered as personal lease vehicle
- Passed safety inspection
- Vehicle color noted as White

01/06/2016

6,698

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com

Vehicle serviced
- 7,500 mile service performed
- Oil and filter changed
- Tires rotated

4.3
124 Verified Reviews

04/21/2016

11,315

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com

Vehicle serviced
- 7,500 mile service performed
- Oil and filter changed
- Tires rotated

4.3
124 Verified Reviews

08/29/2016

20,002

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com

Vehicle serviced
- 5,000 mile service performed
- Four wheel alignment performed
- Drivability/performance checked
- Air filter replaced

4.3
124 Verified Reviews

09/01/2016

Vermont
Motor Vehicle Dept.
Ferrisburgh, VT
Title [REDACTED]

Registration issued or renewed
- Titled or registered as personal lease vehicle
- Passed safety inspection
- Vehicle color noted as White

11/07/2016

Vermont
Damage Report

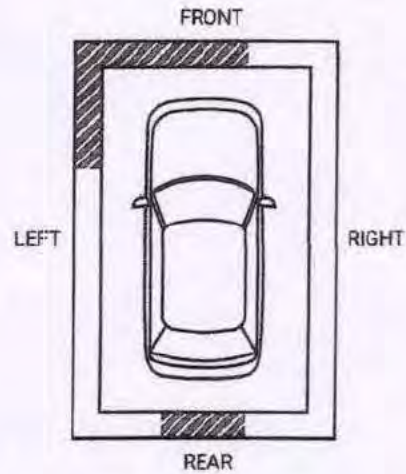
Accident reported
- Vehicle involved in a rear-end collision
- Damage to rear
- Damage to front
- Damage to left front
- Structural damage reported+

This incident was first available for display by
CARFAX on 11/15/2016.
+Details added on 04/11/2019

Exhibit A3



Damage Location



- Safety first! In accidents like this, airbags may deploy and need replacing. Get them inspected before you buy. Airbag Tips
- Structural damage may impact vehicle safety and reliability. Get the unibody or frame of the vehicle inspected by a professional.



Owner 2


Purchased: 2017


Lease Vehicle

30,431 mi/yr

Date	Mileage	Source	Comments
09/07/2017	43,250	Georgia Motor Vehicle Dept. Richmond Hill, GA Title [REDACTED]	Title or registration issued - New owner reported - Loan or lien reported - Titled or registered as lease vehicle - Vehicle color noted as White
10/23/2017		Georgia Motor Vehicle Dept. Richmond Hill, GA Title [REDACTED]	Title issued or updated - Registration issued or renewed - Title or registration issued - Titled or registered as lease vehicle - Vehicle color noted as White
04/04/2018	52,951	Kia Country of Savannah Savannah, GA 912-921-0555 kiaofsavannah.com 4.5 63 Verified Reviews	Vehicle serviced - Maintenance inspection completed

Exhibit A4

04/06/2018 53,017 Savannah Tire - Richmond Hill
 Richmond Hill, GA
 912-349-3835
 savannahtire.com
 4.7
 33 Verified Reviews 

 **Vehicle serviced**
 - Alignment performed
 - Tire pressure monitoring system reset

12/19/2018 Georgia
 Motor Vehicle Dept.
 Richmond Hill, GA
 Title # [REDACTED]

Registration issued or renewed
 - Titled or registered as lease vehicle
 - Vehicle color noted as White

02/26/2019 Kia Motors America, Inc.

Manufacturer Safety Recall Campaign issued
 - NHTSA #19V120
 - Recall # SC176
 - SC176 ECU UPGRADE (COP LOGIC)
 - Status: Remedy Available

[Click here to locate an authorized Kia dealer near you to obtain more information about this recall](#)


- [Learn more about this recall](#)

Description: KIA MOTORS HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN THE 2012-2016 MY KIA SOUL VEHICLES EQUIPPED WITH THE 1.6L GASOLINE DIRECT INJECTION (GDI) ENGINE. THE DEFECT MAY CAUSE DAMAGE TO THE CATALYTIC CONVERTER DUE TO OVERHEATING, RESULTING IN ABNORMAL ENGINE COMBUSTION AND DAMAGE TO THE ENGINE PISTONS. PISTON DAMAGE CAN RESULT IN A STALL, INCREASING THE RISK OF A CRASH. IF A PISTON ROD BREAKS AND PUNCTURES THE ENGINE BLOCK, OIL CAN ESCAPE, INCREASING THE RISK OF A FIRE.

THE DEFECT MAY CAUSE DAMAGE TO THE CATALYTIC CONVERTER DUE TO OVERHEATING, RESULTING IN ABNORMAL ENGINE COMBUSTION AND DAMAGE TO THE ENGINE PISTONS. PISTON DAMAGE CAN RESULT IN A STALL, INCREASING THE RISK OF A CRASH. IF A PISTON ROD BREAKS AND PUNCTURES THE ENGINE BLOCK, OIL CAN ESCAPE, INCREASING THE RISK OF A FIRE.

Remedy: KIA HAS ADVISED ITS AUTHORIZED DEALERS TO UPGRADE THE COP ECU LOGIC TO PREVENT OVERHEATING OF THE CATALYTIC CONVERTER. THE CATALYTIC CONVERTER WILL ALSO BE REPLACED IF IT HAS BEEN DAMAGED. DEPENDING ON THE EXTENT OF ANY DAMAGE, THE ENGINE MAY ALSO BE REPLACED. THIS WORK WILL BE PERFORMED AT KIA'S EXPENSE AT NO COST TO YOU. THE TIME REQUIRED TO UPGRADE THE COP ECU LOGIC IS APPROXIMATELY ONE (1) HOUR. NOTE THAT IF THE CATALYTIC CONVERTER AND/OR THE ENGINE NEED TO BE REPLACED, ADDITIONAL TIME TO COMPLETE THE REPAIR WILL BE NECESSARY. WE RECOMMEND THAT YOU CONTACT THE DEALER FOR AN ESTIMATE OF HOW LONG THEY MAY NEED THE VEHICLE AND SCHEDULE A SERVICE APPOINTMENT TO MINIMIZE INCONVENIENCE.

05/14/2019 Damage Report


 **Damage reported**
 - Damage to left side
 - Damage to left front

08/27/2019 103,196 Kia Country of Savannah
 Savannah, GA
 912-921-0555
 kiaofsavannah.com

Vehicle offered for sale

Exhibit A5

4.5

63 Verified Reviews 


08/30/2019

Kia Country of Savannah
Savannah, GA
912-921-0555
kiaofsavannah.com

**Vehicle serviced**

- Pre-delivery inspection completed
- Maintenance inspection completed
- Tire condition and pressure checked
- Air filter replaced
- Cabin air filter replaced/cleaned
- Oil and filter changed
- Tires rotated
- Front wiper blades/refills replaced

4.5

63 Verified Reviews 

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Vermont Damage Reports:

- Do not include an assessment of damage severity
- Are processed for all reported crashes

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Lease

Exhibit A6

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Structural Damage

When the main structure or any component designed to provide structural integrity of the vehicle is damaged. All levels of accidents, from minor to severe, can cause structural damage to a vehicle (i.e., damage to the frame or unibody). Having a structural inspection before purchase is recommended.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  [About CARFAX](#)

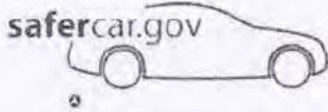
CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2019 CARFAX, Inc., a unit of IHS Markit. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
9/9/19 3:53:41 PM (CDT)

the CARFAX Vehicle History Report for this 2016 KIA SOUL vehicle based on information supplied to CARFAX and available as of 9/9/19

9/9/2019 _____
Date Dealer Signature Date

Exhibit A7



Complaint Number: 11297390

Vehicle Identification Number: KNDJN2A22G [REDACTED]

Your Vehicle's Make Model and Model Year: KIA SOUL 2016

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Electrical, Fuel/Propulsion System, Unknown or Other

What happened?

While driving the car in a shopping mall parking lot the vehicle stopped running. The entire electrical system of the vehicle shut down. No electric power in the vehicle would work. The entire electrical and computer system in the vehicle shut down. I was unable to restart the car. The lights, radio and power windows did not work.

When did this happen? 12/23/2019

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 10

About how many miles were on your vehicle at the time of the incident? 106000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Savannah

State : GEORGIA

ZIP Code [REDACTED]

Phone: [REDACTED] t. :

Alt. Phone [REDACTED]

Selections made -

NHTSA may share my complaint with the vehicle manufacturer prior to the start of an investigation or recall, and in the interest of safety.: Yes (box unchecked)

I wish to receive safety recall alerts from NHTSA: No (box checked)

Exhibit B

[REDACTED]
[REDACTED]
Savannah, Georgia [REDACTED]

[REDACTED]
Licensed NY & NJ

Attn: Office of Defect Investigation (NHTSA)
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE West Building.
Washington, DC 20590

RE: NHTSA Complaint of [REDACTED] Tracking No. 11297390

Dear Sir:

On August 9, 2019, I purchased a 2016 Kia Soul Vehicle from Kia Country of Savannah, 1 Park of Commerce Blvd, Savannah, Georgia 31405. (See attached Exhibit A, Kia Country CARFAX Report, which is a seven-page document marked A1 through A7). At the time of the sale of the 2016 Kia Soul, a CARFAX Report was provided by the Kia Country dealership.

On December 23, 2019, my Kia Soul vehicle stopped running. All the safety devices of the vehicle stopped functioning. I was neither able to turn on the emergency flashers nor the turn signals. Further, I was unable to open the rear lift gate. The entire electrical system of the vehicle shut down, including the brakes, power steering and taillights. A brief explanation of what happen is contained in my NHTSA complaint. (See attached Exhibit B, NHTSA Complaint Number 11297390).

Also, on December 23, 2019, the vehicle was towed to the service department of Kia Country in Savannah, Georgia. From December 23, 2019 to the present, my Kia Soul has been in the possession of Kia Country. Representatives of Kia Country have made it appear that I am responsible to pay the repair expenses for the vehicle.

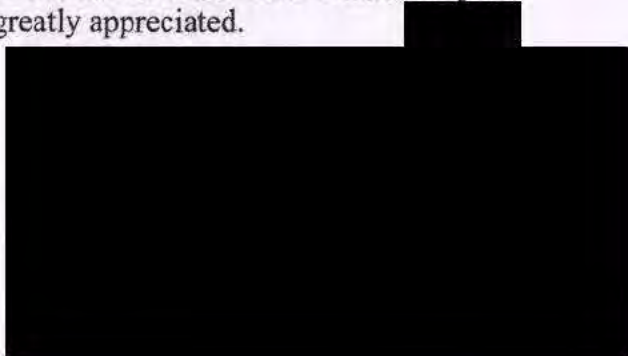
The CARFAX Report states that Kia Motors has decided that a defect which relates to motor vehicle safety exist in the 2012 - 2016...." (See Exhibit A5, the CARFAX Report statement in paragraph 4 of page A5). Further, on February 26, 2019, the CARFAX report states that Kia Motors America, Inc recognized a Manufacturer Safety Recall Campaign that was issued. The recall is designated under "NHTSA # 19V120, Recall # SC176 and SC176 ECU Upgrade." (See Exhibit A5, this is stated in the CARFAX report in paragraph 3 of page A5).

No representative of Kia Country has stated that my vehicle is cover by a Manufacturer's Safety Recall Campaign for its repair. In the CARFAX report, Kia has advised its authorized dealers to upgrade a part related to the Catalytic converter. The said upgrade is stated as a remedy for the Manufacturer's Recall. (See Exhibit A5, CARFAX report paragraph 6 of page A5). Further, KIA states "this work will be

performed at KIA's expense at no cost to you." (See Exhibit A5, this statement is made in the CARFAX report in paragraph 6 of page A5). Purchasers of the vehicle are not required to pay for the manufacturer's recall repair.

On January 6, 2020, I filed a complaint with the NHTSA regarding my 2016 Kia Soul vehicle. (See attached Exhibit B, NHTSA complaint Number 11297390). Also, on January 17, 2020, I contacted the manufacturer, Kia America Corporation. By their phone number 800-333-4542, I spoke to their representative Brittany. During our conversation, Brittany stated that she would contact Kia Country of Savannah, Georgia.

Please advise as to whether the NHTSA's Office of Defects Investigations will be reviewing my complaint. As of the dated of this letter, I have not been contacted by the manufacturer. Your attention to this matter is greatly appreciated.



Dated: January 22, 2020

Mailed by USPS Priority Mail and Ordinary Mail

US \$30.99



Vehicle History Report

2016 KIA SOUL

VIN: KNDJN2A22G7
 4 DOOR WAGON/SPORT UTILITY
 1.6L I4 F DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
 Original Window Sticker

This CARFAX Report Provided by:

Kia Country of Savannah
 1 Park Of Commerce Blvd
 Savannah, GA 31405
 844-292-8406
 www.Kiacountryofsavannah.com

4.5

63 Verified Reviews



Accident reported: structural damage



Damage reported



2 Previous owners



At least 1 open recall



7 Service history records



103,196 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Owner 1

Owner 2

Year purchased

2015

2017

Type of owner

Personal lease

Lease

Estimated length of ownership

2 years

1 yr. 11 mo.

Owned in the following states/provinces

Vermont

Georgia

Estimated miles driven per year

--

30,431/yr

Last reported odometer reading

20,002

103,196



Title History

CARFAX guarantees the information in this section

Owner 1

Owner 2

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed No Problem

Guaranteed No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed

Guaranteed

Exhibit A1

No Problem

No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.

Register | View Terms | View Certificate

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage Structural damage reported on 11/07/2016.	Damage Reported	No New Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage Accident reported on 11/07/2016. Damage reported on 05/14/2019.	Accident Reported	Damage Reported
Manufacturer Recall At least 1 open recall reported.	<input checked="" type="checkbox"/> No Recalls Reported	Recall Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

CARFAX Detailed History

Owner 1

Personal Lease Vehicle

Purchased: 2015

Date	Mileage	Source	Comments
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
08/20/2015	8	Berlin City Kia (VT) Williston, VT 802-864-3905 berlincity.com 4.3	<input checked="" type="checkbox"/> Vehicle serviced - Pre-delivery inspection completed - Nitrogen fill tires - Pinstripe(s) installed

Exhibit A2

124 Verified Reviews

- Vehicle washed/detailed
- Emissions or safety inspection performed

08/31/2015

Vermont
Motor Vehicle Dept.

- Vehicle purchase reported**
- Titled or registered as personal lease vehicle

09/16/2015

15

Vermont
Motor Vehicle Dept.
Ferrisburgh, VT
Title

- Title issued or updated**
- Registration issued or renewed
 - First owner reported
 - Titled or registered as personal lease vehicle
 - Passed safety inspection
 - Vehicle color noted as White

01/06/2016

6,698

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com



- Vehicle serviced**
- 7,500 mile service performed
 - Oil and filter changed
 - Tires rotated

4.3

124 Verified Reviews

04/21/2016

11,315

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com



- Vehicle serviced**
- 7,500 mile service performed
 - Oil and filter changed
 - Tires rotated

4.3

124 Verified Reviews

08/29/2016

20,002

Berlin City Kia (VT)
Williston, VT
802-864-3905
berlincity.com



- Vehicle serviced**
- 5,000 mile service performed
 - Four wheel alignment performed
 - Drivability/performance checked
 - Air filter replaced

4.3

124 Verified Reviews

09/01/2016

Vermont
Motor Vehicle Dept.
Ferrisburgh, VT
Title

- Registration issued or renewed**
- Titled or registered as personal lease vehicle
 - Passed safety inspection
 - Vehicle color noted as White

11/07/2016

Vermont
Damage Report



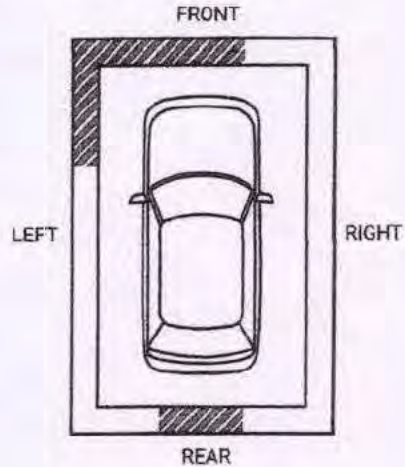
- Accident reported**
- Vehicle involved in a rear-end collision
 - Damage to rear
 - Damage to front
 - Damage to left front
 - Structural damage reported+

This incident was first available for display by
CARFAX on 11/15/2016.
+Details added on 04/11/2019

Exhibit A3



Damage Location



- Safety first! In accidents like this, airbags may deploy and need replacing. Get them inspected before you buy. Airbag Tips
- Structural damage may impact vehicle safety and reliability. Get the unibody or frame of the vehicle inspected by a professional.



Owner 2

Purchased: 2017

Lease Vehicle

30,431 mi/yr

Date	Mileage	Source	Comments
09/07/2017	43,250	Georgia Motor Vehicle Dept. Richmond Hill, GA Title # [REDACTED]	Title or registration issued - New owner reported - Loan or lien reported - Titled or registered as lease vehicle - Vehicle color noted as White
10/23/2017		Georgia Motor Vehicle Dept. Richmond Hill, GA Title # [REDACTED]	Title issued or updated - Registration issued or renewed - Title or registration issued - Titled or registered as lease vehicle - Vehicle color noted as White
04/04/2018	52,951	Kia Country of Savannah Savannah, GA 912-921-0555 kiaofsavannah.com	✘ Vehicle serviced - Maintenance inspection completed

4.5
63 Verified Reviews

Exhibit A4

04/06/2018 53,017

Savannah Tire - Richmond Hill
Richmond Hill, GA
912-349-3835
savannahtire.com



Vehicle serviced
- Alignment performed
- Tire pressure monitoring system reset

4.7
33 Verified Reviews

12/19/2018

Georgia
Motor Vehicle Dept.
Richmond Hill, GA
Title [REDACTED]

Registration issued or renewed
- Titled or registered as lease vehicle
- Vehicle color noted as White

02/26/2019

Kia Motors America, Inc.

Manufacturer Safety Recall Campaign issued
- NHTSA #19V120
- Recall # SC176
- SC176 ECU UPGRADE (COP LOGIC)
- Status: Remedy Available

Click here to locate an authorized Kia dealer near you to obtain more information about this recall

- Learn more about this recall

Description: KIA MOTORS HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN THE 2012-2016 MY KIA SOUL VEHICLES EQUIPPED WITH THE 1.6L GASOLINE DIRECT INJECTION (GDI) ENGINE. THE DEFECT MAY CAUSE DAMAGE TO THE CATALYTIC CONVERTER DUE TO OVERHEATING, RESULTING IN ABNORMAL ENGINE COMBUSTION AND DAMAGE TO THE ENGINE PISTONS. PISTON DAMAGE CAN RESULT IN A STALL, INCREASING THE RISK OF A CRASH. IF A PISTON ROD BREAKS AND PUNCTURES THE ENGINE BLOCK, OIL CAN ESCAPE, INCREASING THE RISK OF A FIRE.

THE DEFECT MAY CAUSE DAMAGE TO THE CATALYTIC CONVERTER DUE TO OVERHEATING, RESULTING IN ABNORMAL ENGINE COMBUSTION AND DAMAGE TO THE ENGINE PISTONS. PISTON DAMAGE CAN RESULT IN A STALL, INCREASING THE RISK OF A CRASH. IF A PISTON ROD BREAKS AND PUNCTURES THE ENGINE BLOCK, OIL CAN ESCAPE, INCREASING THE RISK OF A FIRE.

Remedy: KIA HAS ADVISED ITS AUTHORIZED DEALERS TO UPGRADE THE COP ECU LOGIC TO PREVENT OVERHEATING OF THE CATALYTIC CONVERTER. THE CATALYTIC CONVERTER WILL ALSO BE REPLACED IF IT HAS BEEN DAMAGED. DEPENDING ON THE EXTENT OF ANY DAMAGE, THE ENGINE MAY ALSO BE REPLACED. THIS WORK WILL BE PERFORMED AT KIA'S EXPENSE AT NO COST TO YOU. THE TIME REQUIRED TO UPGRADE THE COP ECU LOGIC IS APPROXIMATELY ONE (1) HOUR. NOTE THAT IF THE CATALYTIC CONVERTER AND/OR THE ENGINE NEED TO BE REPLACED, ADDITIONAL TIME TO COMPLETE THE REPAIR WILL BE NECESSARY. WE RECOMMEND THAT YOU CONTACT THE DEALER FOR AN ESTIMATE OF HOW LONG THEY MAY NEED THE VEHICLE AND SCHEDULE A SERVICE APPOINTMENT TO MINIMIZE INCONVENIENCE.

05/14/2019

Damage Report



Damage reported
- Damage to left side
- Damage to left front


08/27/2019 103,196

Kia Country of Savannah
Savannah, GA
912-921-0555
kiaofsavannah.com

Vehicle offered for sale

Exhibit A5


4.5

63 Verified Reviews 

08/30/2019

Kia Country of Savannah
Savannah, GA
912-921-0555
kiaofsavannah.com

4.5

63 Verified Reviews **Vehicle serviced**

- Pre-delivery inspection completed
- Maintenance inspection completed
- Tire condition and pressure checked
- Air filter replaced
- Cabin air filter replaced/cleaned
- Oil and filter changed
- Tires rotated
- Front wiper blades/refills replaced

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Vermont Damage Reports:

- Do not include an assessment of damage severity
- Are processed for all reported crashes

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/9/19 at 3:53:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Lease

Exhibit A6

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Structural Damage

When the main structure or any component designed to provide structural integrity of the vehicle is damaged. All levels of accidents, from minor to severe, can cause structural damage to a vehicle (i.e., damage to the frame or unibody). Having a structural inspection before purchase is recommended.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  facebook.com/CARFAX  @CarfaxReports  About CARFAX

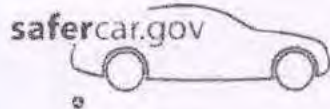
CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2019 CARFAX, Inc., a unit of IHS Markit. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
9/9/19 3:53:41 PM (CDT)

This is the CARFAX Vehicle History Report for this 2016 KIA SOUL vehicle based on information supplied to CARFAX and available as of 9/9/19

[REDACTED] 9/9/2019
Date Dealer Signature Date

Exhibit A7



Complaint Number: 11297390

Vehicle Identification Number: KNDJN2A22[REDACTED]

Your Vehicle's Make Model and Model Year: KIA SOUL 2016

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Electrical, Fuel/Propulsion System, Unknown or Other

What happened?

While driving the car in a shopping mall parking lot the vehicle stopped running. The entire electrical system of the vehicle shut down. No electric power in the vehicle would work. The entire electrical and computer system in the vehicle shut down. I was unable to restart the car. The lights, radio and power windows did not work.

When did this happen? 12/23/2019

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 10

About how many miles were on your vehicle at the time of the incident? 106000

First Name [REDACTED]

Last Name [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Savannah

State : GEORGIA

ZIP Code [REDACTED]

Phone [REDACTED]

Alt. Phone: [REDACTED]

Selections made -

NHTSA may share my complaint with the vehicle manufacturer prior to the start of an investigation or recall, and in the interest of safety.: Yes (box unchecked)

I wish to receive safety recall alerts from NHTSA: No (box checked)

Exhibit B

Savannah, Georgia

CERTIFIED MAIL



7018 0040 0000 6552

W45-212

Attn: Vehicle Safety Complaint
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, Washington DC 20590

U.S. POSTAGE
\$4.80
FCM LG ENV
31419
Date of sale
01/22/20
06 25 00
11487102



USPS FIRST-CLASS MAIL®

2.20 oz

SHIP TO:
WASHINGTON DC 20590

USPS CERTIFIED MAIL®



9507 1066 2571 0022 1172 13

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

DOT

1/30/2020 1:10:52 PM



70180040000065526800

Savannah, Georgia

Attn: Office of Defect Investigations
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building Washington DC 20590

PRIORITY MAIL
FLAT RATE
POSTAGE REQUIRED

PRESS FIRMLY TO SEAL

P



U.S. POSTAGE
\$7.35
PM 2-DAY
31419 0004
Date of sale
01/22/20
06 25
11487102

PRIORITY MAIL 2-DAY®

EXPECTED DELIVERY DAY: 01/27/20

0004

SHIP TO:

WASHINGTON DC 20590

USPS TRACKING® NUMBER



Department of Transportation

To: W48-226

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-200,210,300,010

External Carrier: DELIVERY CONFIRMATION

Sender:

Manufacturer:

Purchase Order:

DOT

1/27/2020 9:49:31 AM



950550862571022117190

1-27-20

Savannah, Georgia

W48-226

TO:
Attn: Office of Detect Investigations
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, Washington DC
20590

To schedule free
Package Pickup,
scan the QR code.



USPS.COM/PICKUP



This envelope is made from post-consumer waste. Please recycle - again.