



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

1200 New Jersey Avenue SE.
Washington, DC 20590

NEF-109 nam
Ref. No. 11297390

[REDACTED]
[REDACTED]
[REDACTED]
Savannah, GA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Kia Soul vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (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 us. We received a previous report from you regarding your vehicle problem through our www.nhtsa.gov website on January 6, 2020. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We reviewed our database to identify whether a safety defect trend exists with the electrical system that results in a loss power steering, power brake assist, and tail lights in MY 2016 Kia Soul vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. Your letter has been added to your previous complaint in our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We are aware NHTSA Safety Recall Campaign 19V-120, which addresses a catalytic converter problem in MY 2012 through MY 2016 Kia Soul vehicles equipped with 1.6L Gasoline Direct Injection (GDI) engines. You are the third owner of this vehicle and took possession in September 2019. Recall 19V-120 was initiated in February 2019, while the vehicle was in the possession of the second, who most likely completed the recall. As such, the defect in Recall 19V-120 is not related to your vehicle problem.

Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, Kia has met its obligation to complete Recall 19V-120.

Finally, we entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database. The enclosed report shows there are no open recalls on your vehicle, which is consistent with a current Carfax report. We recommend that you work with Kia and your dealer determine that exact cause of your vehicle problem.

You may consider contacting your local Consumer Protection Agency or the Georgia Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Kia district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement