



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



May 19, 2021

NEF-109 ela
Ref. No. 11413795

Tuscaloosa, AL

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Kia Soul vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. You state that a dealer performed a recall on your MY 2014 Kia Soul to address a check engine light problem; however, the check engine light remains on. 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. We understand your frustration with the service you received; however, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle.

Without your vehicle identification number (VIN), we cannot determine the recalls that apply to your vehicle. There are several issues that can cause the check engine light to illuminate in Kia Soul vehicles, including but not limited to recalls, evaporative emissions systems, and other engine or vehicle problems. We reviewed our database in an effort to identify whether a safety defect trend exists with the evaporative emissions system in MY 2014 Kia Soul vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall.

We entered your information into NHTSA's database, where 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with Kia and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Kia district manager regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

Finally, 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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