



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



August 26, 2021

NEF-109 ela
Ref. No. 11427151

Meadowview, VA

Dear

Thank you for the letter about your model year (MY) 2020 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 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. ODI has received reports similar to yours and is reviewing all available data concerning allegations of engine noise, engine oil consumption, and loss of motive power in Kia vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. However, we entered your information into our 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.gov/files/documents/14895_odi_defectsrecallspublic_110520-v6a-tag.pdf. We encourage you to continue working with Kia and your dealer to explore an amicable resolution to your problem. You may ask your dealership for a meeting with a Kia district manager regarding your problem.

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,

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