

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Reference No. 11461657  
**Date:** Friday, August 5, 2022 8:48:17 AM  
**Attachments:** [REDACTED]

---

---

**From:** [REDACTED]  
**Sent:** Thursday, August 4, 2022 8:43 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Reference No. 11461657

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello DOT Auto Safety,

My name is [REDACTED]. I am the second owner of this car, I have owned the vehicle since 2018, approximately. The Kia Soul +, is a 2.0L, 4-Cyl engine gas vehicle. The vehicle was purchased in Texas and has been in California since August 2020. The first incident with the vehicle was 2018, the radiator was faulty and needed replacing. In 2020 while driving on the freeway, the car stopped accelerating and shut off, the engine light has been illuminated since. An independent mechanic diagnosed the car as having a faulty catalytic converter, upon investigation my car was not added the recall list. The vehicle has not been fixed.

I can be reached at [REDACTED], or by phone: [REDACTED].  
Your help would be greatly appreciated.

Sent from [Mail](#) for Windows



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

21-APR-2022

Repository ☐

Reference No.  
11461657

**OWNER INFORMATION (Type or Print)**

|           |       |          |
|-----------|-------|----------|
| Name      |       |          |
| Address   |       |          |
| City      | State | ZIP Code |
| Vacaville | CA    |          |

Daytime Telephone Number

E-mail Address

Evening Telephone Number

*The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).*

**VEHICLE INFORMATION**

|                                                                                                        |                                                                                     |             |                          |                                 |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------|--------------------------|---------------------------------|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>kndjt2a69c7 |                                                                                     | MAKE<br>KIA | Model<br>SOUL            | Model Year<br>2012              |
| Date Purchased                                                                                         | Dealer's Name and Telephone Number<br>Kia of Vacaville 7073924623                   |             | Engine:<br>No: Cylinders | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                             | Dealer's City Vacaville                                                             | STATE<br>CA | ZIP Code<br>95687        |                                 |
| Transmission Type                                                                                      | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain  | Multiple Failure:        | Incident Date(s)<br>01-OCT-2021 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                                                                                 |                 |               |
|---------------------------------------------------------------------------------|-----------------|---------------|
| Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS) | Failure Mileage | Failure Speed |
|---------------------------------------------------------------------------------|-----------------|---------------|

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

|                                   |                                                                                        |                                |
|-----------------------------------|----------------------------------------------------------------------------------------|--------------------------------|
| Tire Make                         | Tire Model (Name or Number)                                                            | Tire Size (Example P215/65R15) |
| DOT No. (Example: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement<br><input type="checkbox"/> Prior Repair | Failure Location:              |
| Tire Component Code               | Tire Failure Type:                                                                     |                                |

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

|                            |                      |                 |
|----------------------------|----------------------|-----------------|
| Make:                      | Date Manufactured:   | Model No./Name: |
| Seat Type:                 | Installation System: |                 |
| Child Seat Component Code: | Failed Part:         |                 |

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)*

|                                                                              |                                                                             |                           |                  |                         |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>N |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|

**Narrative Description of Incident(s), Crash(es), Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

The contact's daughter owns a 2012 Kia Soul. The contact stated that while her daughter was driving at various speeds, the vehicle would stall with the check engine warning light illuminated. The contact's daughter had taken the vehicle to an independent mechanic and the vehicle was diagnosed with a defective catalytic converter. Upon investigation, the contact discovered NHTSA Campaign Number: 19V120000 (Engine, Engine and Engine Cooling) however, upon a VIN search, she discovered that the vehicle was not included in the recall. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was unknown.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.