INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

From: [redacted]
To: EVOQ (NHTSA); [redacted]
Cc: NHTSA ODI CRD; [redacted]
Subject: ODI-11495161
Date: Tuesday, December 20, 2022 7:31:23 PM

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[redacted]

Subject: 11495161 - 2012 Kia Soul Complaint - Catalytic Converter Fail - Recall 19V120
To: nhtsa.webmaster@dot.gov
Cc: [redacted]

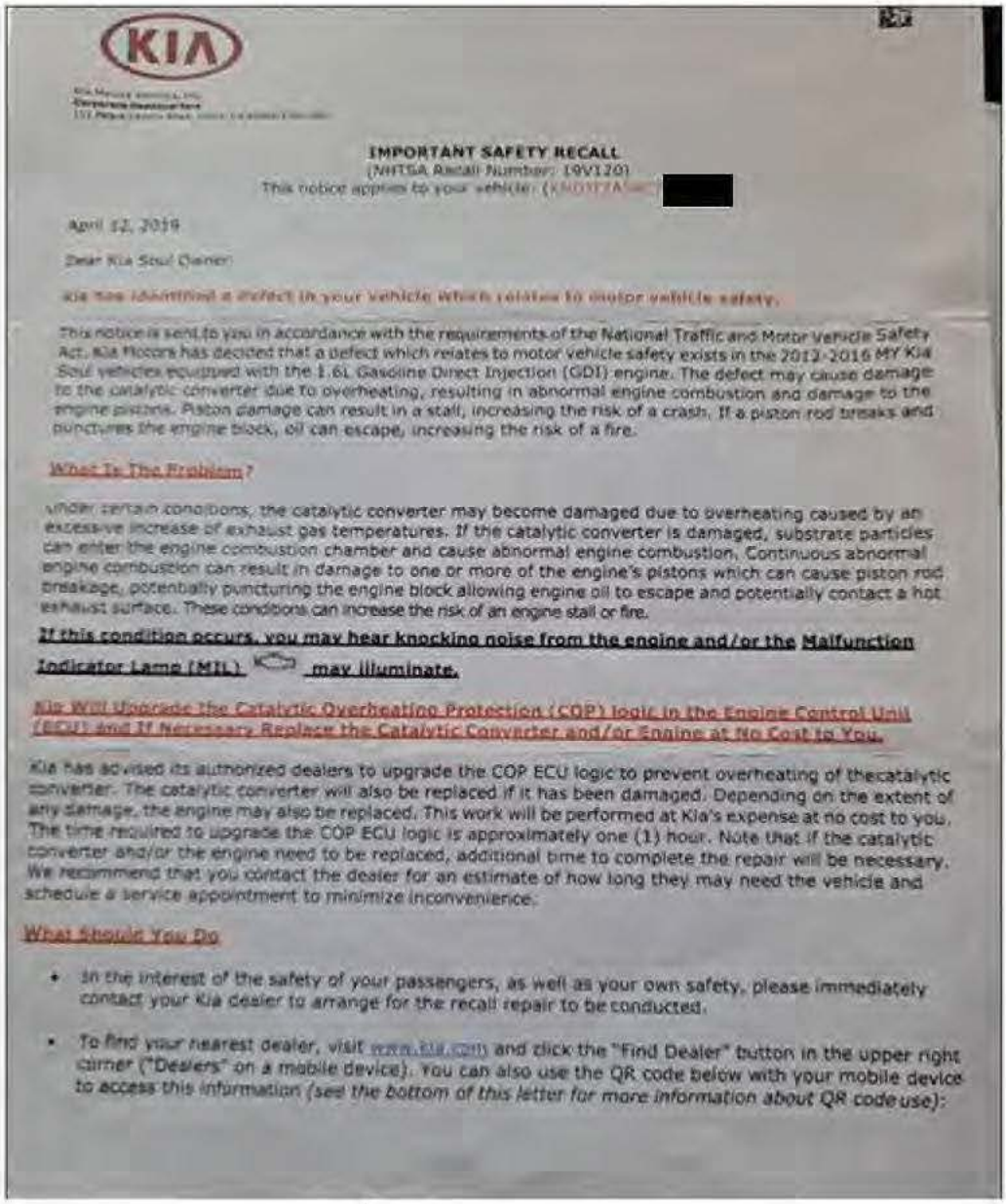
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Good morning. I am following up on my issue number 11495161, that I reported to the NHTSA on 11-28-22, in regards to my 2012 Kia Soul. I opened case number [redacted] with Kia in November and it took until December 14th to get a response. Kia denied our claim, stating that after the recall was addressed, the catalytic converter fail came after an additional 30,000 miles were added to the car.

In all of the years I've owned a vehicle, I've never had a catalytic converter fail. The "fix" that was done as part of this recall clearly didn't fix the issue and now the result is a failed catalytic converter, and quite possibly engine damage, which is even more concerning based on the fact that there are also fires being contributed to these engines. [redacted] At the time we addressed the recall in May, 2019, there may have already been damage to the catalytic converter that the COP ECU logic upgrade did not reverse. Unfortunately Kia has refused to acknowledge that fact and is placing millions of car owners in danger who may be driving around with a potential engine fire issue.

Our vehicle is with our local Kia dealer in Burlington, NJ. I am going to talk to the service manager today as the car has been there for almost two months, waiting for resolution. At this point we are going to need to fix the vehicle – we've been without it for months and have been sharing a car which is becoming increasingly difficult. I'm still looked to escalate this matter as I have concerns over future engine failure. I intend to make that clear to the service manager today and ask that they guarantee that in the event of engine failure within the next 50,000 miles will be covered by Kia. I intend to put this in writing via letter with the Kia corporate office as well.

Hopefully the NHTSA can use this information to help other Kia owners. If you have any additional questions, please let me know.



IMPORTANT SAFETY RECALL
(NHTSA Recall Number: 19V120)
This notice applies to your vehicle: (KNDJT2A[redacted]

April 12, 2019

Dear Kia Soul Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. 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.

What Is The Problem?

Under certain conditions, the catalytic converter may become damaged due to overheating caused by an excessive increase of exhaust gas temperatures. If the catalytic converter is damaged, substrate particles can enter the engine combustion chamber and cause abnormal engine combustion. Continuous abnormal engine combustion can result in damage to one or more of the engine's pistons which can cause piston rod breakage, potentially puncturing the engine block allowing engine oil to escape and potentially contact a hot exhaust surface. These conditions can increase the risk of an engine stall or fire.

If this condition occurs, you may hear knocking noise from the engine and/or the Malfunction Indicator Lamp (MIL) may illuminate.

Kia Will Upgrade the Catalytic Overheating Protection (COP) logic in the Engine Control Unit (ECU) and If Necessary Replace the Catalytic Converter and/or Engine at No Cost to You.

Kia has advised its authorized dealers to upgrade the COP ECU logic to prevent overheating of thecatalytic 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.

What Should You Do

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*:

[redacted]
Ph:
Cell
Ema[redacted]

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This notice is automatically appended to each e-mail message transmitted from the sender's e-mail domain.
[External Email] Fwd- Thanks for Letting Us Know About Your Safety Problem.eml 38.4KB

Thank you,

[redacted]
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