

From: [DataQuality. DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint --11515669
Date: Tuesday, May 2, 2023 9:06:55 AM

From: [REDACTED]
Sent: Monday, May 1, 2023 6:22 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint --11515669

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.

I went to the dealership for the catalytic converter recall on 2/08/2023 . I complained about a vibration in neutral and my steer wheel vibration and the catalytic converter recall.

They fixed the steering wheel and did the ecm update....

The lady who helped me asked if I had changed my spark plugs or serpentine belt. Not sure why , I said yes on the belt and wasn't sure on the spark plugs. She said they needed to be replaced before they could do the catalytic converter update. I left the dealership(rockwall) and headed to Quinlan. Before I made it to Quinlan, tx my check engine light came on. (I have a code reader in my car) I had three check engine lights for p0420 for the catalytic converter. I called and texted Erica on the phone number I was receiving the notifications regarding my appointment , and update status. She advised me they were the spark plugs and I needed to change those. I advised to her that it was not the spark ojugs and they failed to replace a defective part.

I brought it in after this and they said it was the spark plugs. I have changed the spark plugs and still have a check engine lights for the catalytic converter

I've been dealing with Kia while trying to see my neuropsychologist for my severe head injury and ptsd. This is a big inconvenience

I originally asked for accommodations for a rental due to my disability but was denied any help from Kia regarding the recall update

Sent from my iPhone

On May 1, 2023, at 7:45 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

[REDACTED]
[REDACTED]