

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint --11515669
Date: Monday, May 15, 2023 4:11:06 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, May 15, 2023 3:42 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.

This was my contact with kia customer service before they closed my ticket.

On Monday, May 1, 2023 at 05:22:03 PM CDT [REDACTED] wrote:

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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



	02/20/2023	
Email	VIN	Mileage
	KNDJT2A5XC7	139,000
Dealer	Category	Sub Category
Southwest Kia of Rockwall	Complaint	Quality

Notes

Attachment Add File

No	File Name	Description	Date	Delete
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Notes

this is my third attempt to get my catalytic converter fixed. I called yesterday at 12:00 and monday at 2:29 pm and no one has taken any notes down. A