

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11547759
Date: Thursday, October 5, 2023 3:48:16 PM

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From: [REDACTED]
Sent: Wednesday, October 4, 2023 4:25 PM
To: nhtsa.webmaster@dot.gov
Subject: Providing additional information

[External Email]

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OFl: 11547759

[REDACTED]
[REDACTED]
Plano , Texas
[REDACTED]
[REDACTED]

To whom it may concern:

This report was originally initiated by [REDACTED].

My name is [REDACTED], my address is the same as listed above. However, my contact number is [REDACTED]. I am the CoSigner for the 2014 Kia souls esclam . We have faithfully invested over \$27 thousand dollars for this vehicle we are requesting help and a resolution for this problem that only you can provide.

I am contacting you to provide additional information regarding the engine failure of a one black 2014 kia soul. The KIA dealership in Frisco, Texas is placing the blame on the Valvoline oil change company. Valvoline has consistently performed correct oil changes to the vehicle. However, the vehicle began to use (burn) more oil than usual. Therefore, as noted by Valvoline we had to go back for top-ups right after a routine oil change. This resulted in the engine failure Valvoline can provide documentation regarding the oil changes. We kept up with our regular oil changes inspections as well

Valvoline
100 Valvoline Way
Lexington Kentucky , 40509
1- 800-327-8242

Ask for Corporate district manger (Todd) using claim number [REDACTED]

We have been going back and forth trying to resolve this issue concerning who is responsible for the damages to our vehicle . Our warranty company is under the distinct impression that it's KIA and Valvoline is in full agreement.

We are due for a phone consultation with the KIA dealership in Friso, Tx
Consisting of myself , Tasheda Todd (Valvoline) and Peter Gabriel (kia service manger). On October 9th 2023..

KIA

19220 State Highway 121

Frisco, Texas

1-469-213-7290

Peter Gabriel

(service department)

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