

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11555663
Date: Wednesday, December 13, 2023 1:52:00 PM
Attachments: [REDACTED]

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From: [REDACTED]
Sent: Monday, December 11, 2023 9:15 AM
To: nhtsa.webmaster@dot.gov
Subject: Fwd: ODI #11555663 Fwd: Kia dealership

[External Email]

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From: [REDACTED]
[REDACTED]

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From: [REDACTED] >
Date: Fri, Nov 3, 2023, 11:39 PM
Subject: Kia dealership
To: Morgan & Morgan, P.A. <contact@forthepeople.com>

I'm [REDACTED]

My 2016 Kia soul had the catalytic converter replaced but I understand there are two catalytic converters on the Kia soul 2016 and that usually one goes shortly after the other one and I went to pick up my car to take it from the lot because they refusing it and I took a video of the motor which they said had sludge in it and it does not have sludge in it and the motors all in pieces so it doesn't have the sludge that they're telling me that it does as of October and now they're the motors in parts they never even put it back together after they check the valve covers I have the video I will attach it well it won't let me attach it as far as email goes I could I don't know how else to do it let's break it in the parts I don't know anyhow I do have the video I think it is on my website I mean on my Facebook page but I need to know if they replace both catalytic converters or only the one and why did they only replace the one when what I understand is that the second one usually goes within a

week or so later why aren't they replacing them both and why are they putting these bad catalytic converters that don't even last in these cars they should last like 10 years you would think but these are defective catalytic converters that choke the motor and cause it to go bad this is insanity somebody needs to fix these cars

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