

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11569125  
**Date:** Monday, February 5, 2024 7:25:39 PM

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** Saturday, February 3, 2024 11:38 AM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** [EXTERNAL] - About some potential issue of my Kia Soul 2017 safety issue.

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Dear NHTSA Officer,

I got a very dangerous incident (the engine misfired and the speed down quickly from 60 mph) in Interstate 26 on Jan. 20, 2024 and have reported on NHTSA website with CASE NO.: 11569125.

May I ask when I will get the response from your investigation officer?

At this time, my car was towed to dealer and in the dealer's parking lot. Do I need to tow it out if they asked me to do?

In addition, I have also contacted the KIA corporate and dealer and only got the template response and said my car is out of warranty and it's my responsibility to change/replace the whole engine.

I feel that I have responsibility to report my safety issue to NHTSA to notify the drivers who have the same model as mine (KIA SOUL 2017 1.6L engine), even though this model isn't in open recall. For your reference, KIA Soul has been recalled for the model year 11-16 and some 2.0L engine in 2017. I have seen that Kia soul 2017 was recalled from the NHTSA website record.

I do need your kind support and suggestion on my case. Thanks a lot in advance and have a nice week.

Sincerely,

[REDACTED]

Thank you

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