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To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11569735
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Subject: Re: Request [REDACTED] Complaint #11569735
To: [REDACTED]

There are still complaints coming into your site about Kia engine problems. The fact that car's engines are still subject to damage caused by manufacturer's defects and inadequate maintenance and warranty coverage by dealership service departments can only result in more unsafe cars on US streets.

Kia and Hyundai have issued TSBs on excessive oil consumption that cover a decade of their vehicles. This combined with the extremely high number of complaints on your site about their engines and engine and cooling systems should be reason enough for an investigation. The TSBs admit that their cars consume too much oil and that a lack of oil can damage an engine. Excessive by definition is not normal. This is a manufacturer defect. The oil maintenance timeline in their manual is inadequate to maintain the engine. I saw a report that the oil would need to be changed in 2000 mile intervals to be effective. As has been shown from past behavior, these twin companies CANNOT be relied on to provide solutions without being forced to do so.

All of this information is available on your website. How has more not been done to investigate this problem? This would appear to be a giant lapse in judgement by the NHTSA that has adversely affected millions of American drivers.

I have a 2016 Kia Soul with 50,000 miles, that has been diagnosed, by Car Pros Kia, with engine scoring and in need of engine replacement. It just passed a CA smog test despite that diagnosis and appears to still run well. This is early stage damage prior to catastrophic failure. I would welcome any type of inspection of my vehicle to see what is actually wrong with their cars and hopefully resolve this problem for millions of American drivers.

[REDACTED]

Thank you

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