



[Redacted] *Aurora, CO* [Redacted]

October 27, 2025

Kia Customer Care
P O Box 20875
Fountain Valley, CA 92728
800.333.4542

Kia America Inc
111 Peters Canyon Rd
Irvine, CA 92606
949.468.4800

Kia Arapahoe
9701 E Arapahoe Rd
Centennial, CO 80112
303.874.2500

Re: VIN [Redacted]

To All:

Since purchasing this vehicle, it simply shuts off WHILE DRIVING! Kia has never resolved the issue. All claim that their diagnostic equipment does not register a code for them to diagnose. Apparently, there is not a qualified mechanic to diagnose and Kia refuses any input other than that of a piece of diagnostic equipment which, to their advantage, never retains or produces a code even when almost every warning light on the dash is on.

Kia restricts communications to Service Managers only and does not note out of office responses with no follow up or means to continue forward until a Service Manager returns to work or a new one is placed in the position. Meanwhile the vehicle owner has no resolution, an unreliable, defective vehicle and no transportation. The vehicle cannot pass emissions or be sold. I incur expense to for a rental as I cannot place other children in my car for planned events and have been unable to receive timely permanent repairs. Kia Customer Service refuses to deviate from their protocol even for safety and efficiency or to send a field manager as has been repeatedly requested. Again, unable to repair their own vehicles. In fact, Kia has told me to wait six months at one point.

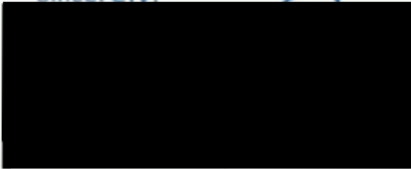
This letter serves as notice that this vehicle has never worked properly and that Kia, its agents, and representatives, etc. have been able to resolve any issue since the purchase of this vehicle. As such, I or my representatives know to request a crash investigation in the event of injury to me, my family and passengers and to place Kia, its agents, representative, NHTSA, etc. that in the event of injury or death involving this vehicle that Kia is 100% responsible for placing an unsafe

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vehicle on the road, refusing to repair since purchased, has stated they have not worked on the vehicle but to tear down and clean one component, effectively are targeting Americans (act of terrorism), selling unsafe vehicles, vehicles that they are incapable of repairing, and placing lives in danger.

If I see no detailed diagnostics or review of the vehicle again upon receipt today, the car quits and/or warning lights again turn on like the other occasions, I am asking that the NHTSA step in and review this vehicle as Kia is unwilling to take the necessary steps since purchase to provide a safe reliable vehicle and honor the warranty.

Sincerely,



cc: National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE Washington, D.C. 20590
888.327.4236, 911.gov, No 11695800

KIA 2022 Soul

From [REDACTED]

To: skyoon@kiausa.com

Date: Monday, July 24, 2023 at 06:06 PM MDT

Please note that I am only seeking someone to fix my 2022 KIA Soul to keep it from shutting down while driving for obvious safety reasons. You are interacting with a person of an era that worked on their on vehicles. However, in today's age manufacturers have managed to have vehicles operate with nominal routine care. My cars predominantly go for 250k miles and are sold in great condition for above market value as they are properly maintained. However, if no one knows what is wrong and keeps telling you to keep driving it, the problem is never corrected and this has been happening since this vehicle is brand new.

It started a few months after having the vehicle. It would just shut off while driving. My normal mechanic noted fuel mixture and to take it to dealership. Dealership turned off check engine, verified fuel mixture and stated check engine light would come on again in the morning and would go off. It did not. No longer had 31 in town/41 highway. Now, 29/33. Had to take it back. At this point have stated fuel mixture, vacuum issue, and having to clean parts. Even asked if they received a car not meant for Colorado's altitude, told fuel mixture should automatically adjust. Sound like a place to start?

Next visit turned off check engine but "chugging" did not go away. Stalled again, back to dealer. Told not to trust tripometer. Then, why have it?

Again, but dealer stated no code despite check engine light was on. Dealer stated they called KIA manufacturer whom instructed them to tear down a number or parts and clean. Working but mpg still low, but OK if working, just unusual. Towed into dealer. Checked PCM (transmission control module), ignition coil ground, pulling out park plugs per cylinder.

Received oil change, oil filter not seated correctly. Fixed. Had requested for oil to be cleaned from engine. Next problem mentioned oil and fuel mixing (see below).

Again, before I went on trip. Stated possible oil/fuel mixing, perhaps it was the fuel pump. Drove away, check engine light came on again. When I turned around and went back, stated they had forgotten to clear the check engine light in another place/history. MPG 29/36-37 hwy. However, when returning, shut down again. MPG 9 - 12 -14, Took an easy 50-100 miles before chugging stopped. MPG 29 highway. Stopped to refill, MPG at 50 MPG when I rolled 50 feet; then, 46-47 until I hit stop and go in state. Dropped from 46 to 42. Requested I change the injectors.

Dealership keeps stating to DRIVE the vehicle but makes no assurances as to warranty.

It is apparent the DEALERSHIP has no clue what is the problem and simply want to hang up if I ask if they understand the serious safety concerns to my family. Sounds like KIA doesn't want to stand behind it's product.

Asked for my car for 5 days and for me to go get a rental; then, went down to 1-2 days with me having no transportation for the kids and work. Told this dealership is DSA Level B, not A and CSR cannot tell me a Level B in Denver, CO. (VIN [REDACTED])

Amorita, CO

DENVER CO 802

28 OCT 2025 PM 4 L

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NHTSN
1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

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