



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V259)

This notice applies to your vehicle: **(Insert VIN)**

June 11, 2021


Dear Kia Soul Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2020-2021 MY Kia Soul vehicles. The defect can cause an engine stall, which increases the risk of a crash and/or in certain cases can damage the engine which may cause engine oil to leak onto a hot exhaust, thereby increasing the risk of a fire and injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

The piston oil rings in your vehicle may have been improperly heat-treated resulting in excessive oil ring hardness. Excessive oil ring hardness can lead to chipping of the piston oil ring's outer periphery and scuffing of the engine cylinder bore. A scuffed cylinder bore can lead to increased oil consumption which will eventually result in abnormal noise from the engine


and/or illumination of the oil pressure warning lamp . If the vehicle is continually operated in this condition, connecting rod bearing seizure can occur. A seized connecting rod bearing can result in engine damage, thereby increasing the risk of an engine stall and/or in certain cases a fire, due to a connecting rod puncturing the engine block allowing engine oil to leak onto a hot exhaust. An engine stall increases the risk of a crash. A fire increases the risk of injury.

Kia Will Inspect and If Necessary Replace the Engine At No Cost To You.

Kia has advised its authorized dealers to inspect the engine, and if necessary, the engine will be replaced. This work will be performed at Kia's expense at no cost to you. The estimated time required to perform the inspection will be approximately 1 to 2 hours. However, your vehicle may be needed longer, depending on the result of inspection. If engine replacement is necessary, the estimated time required is 8 hours or more. We recommend scheduling a service appointment to minimize your inconvenience. Please contact your dealer for an estimate of how long they may need your vehicle for this repair.

In addition, Kia is currently working on the development of a Piston-ring Noise Sensing System software update for the Engine Control Unit (ECU) in your vehicle that will alert the driver of potential damage to the piston oil ring. Once the software update is available, Kia will send you another notice advising you to contact your Kia dealer to have the new software installed free of charge.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your authorized Kia dealer to arrange for the recall repair to be conducted.
- If you experience increased oil consumption, abnormal engine noise and/or illumination of the oil pressure warning lamp , immediately TURN OFF your engine, and do not drive your vehicle. Instead, please contact Kia Roadside Assistance at 1-800-333-4542 to request to have your vehicle towed to the nearest authorized Kia dealership.

- To find your nearest dealer, visit www.kia.com and click the “Find Dealer” button in the upper right corner (“Dealers” on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid “Change of Address/Ownership” card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia’s Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device’s camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code**