



**SC229 - 2014 MY SOUL VEHICLES AIRBAG CONTROL UNIT (ACU)
SAFETY RECALL CAMPAIGN**

Q & A

March 31, 2022

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to remedy a defect that impairs the vehicle's airbag function.

Q2. What vehicles are affected by the recall?

A2. All 2014 MY Soul vehicles manufactured from July 21, 2013 through June 20, 2014.

Q3. How many customer vehicles are affected by this recall?

A3. Approximately 128,280 vehicles

Q4. What is the concern with the ACU?

A4. In the rare event that communication to the Airbag Control Unit (ACU) from both the left and right front impact sensors is simultaneously lost early in a severe crash, before frontal airbag deployment is commanded by the ACU, the front airbags will not deploy. Nondeployment of the frontal airbags increases the risk of injury.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will be instructed to update the ACU software to an improved version that will enable deployment of the frontal airbags even if communication from both left and right front impact sensors to the ACU is lost early in the crash sequence.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **March 30, 2022**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.

Q8. How was the issue discovered?

A8. Through the regular monitoring of field information.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).