

1 Dec 2023

KIA Customer Care DEPT SC 275
KIA America Inc.
PO Box 1091
Royal Oak, MI. 48068-9976

National Highway Traffic Safety Administration
ATTN: Administrator
1200 New Jersey Ave, S. E.
Washington, DC 20590

Dear Sirs:

Reference the attached. This is a second recall that I have received on my leased 2023 KIA -Soul. As you can see, I received this RECALL notice back in September, 2023 I called immediately and made an appointment with the local KIA Dealer here in Montgomery, AL. Notice, I marked their earliest appointment date as 30 Nov, 2023. They contacted me several times with reminders. Then they contacted me back in November to tell me they had to reschedule for 1 Dec 2023. I was first in line to the Service Dept. today (1 Dec.2023) When I arrived, the service Rep. had to tell me that their Recall Employee had quit, and I could Re-Schedule sometime in February, 2024. I told him that this was unacceptable to me. He then recommended me to possibly try and make an appointment with other KIA Dealers – which is over 50-miles away. I will not make another appointment for this particular action, and if anything happens to this automobile, I take NO RESPONSIBILITY!! What do you recommend as my next action??



R



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

0800 NVA 50

SC275 F101 PS 2807



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V531
This notice applies to your vehicle: (KNDJ23AUC [REDACTED])

September 28, 2023

Dear Kia Soul Vehicle 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 2023 MY Soul vehicles. The defect can result in an electric oil pump that overheats which increases the risk of a vehicle fire, thereby increasing the risk of injury. Our records indicate that you own or lease one of the affected vehicles.

What Is The Problem?

The electronic controller for the Idle Stop & Go (ISG) oil pump assembly may contain damaged electrical components that can cause the pump to overheat. An electric oil pump that overheats increases the risk of a vehicle fire, thereby increasing the risk of injury.

Kia Will Inspect, And If Necessary, Replace The Electric Oil Pump Controller Free of Charge At No Cost To You.

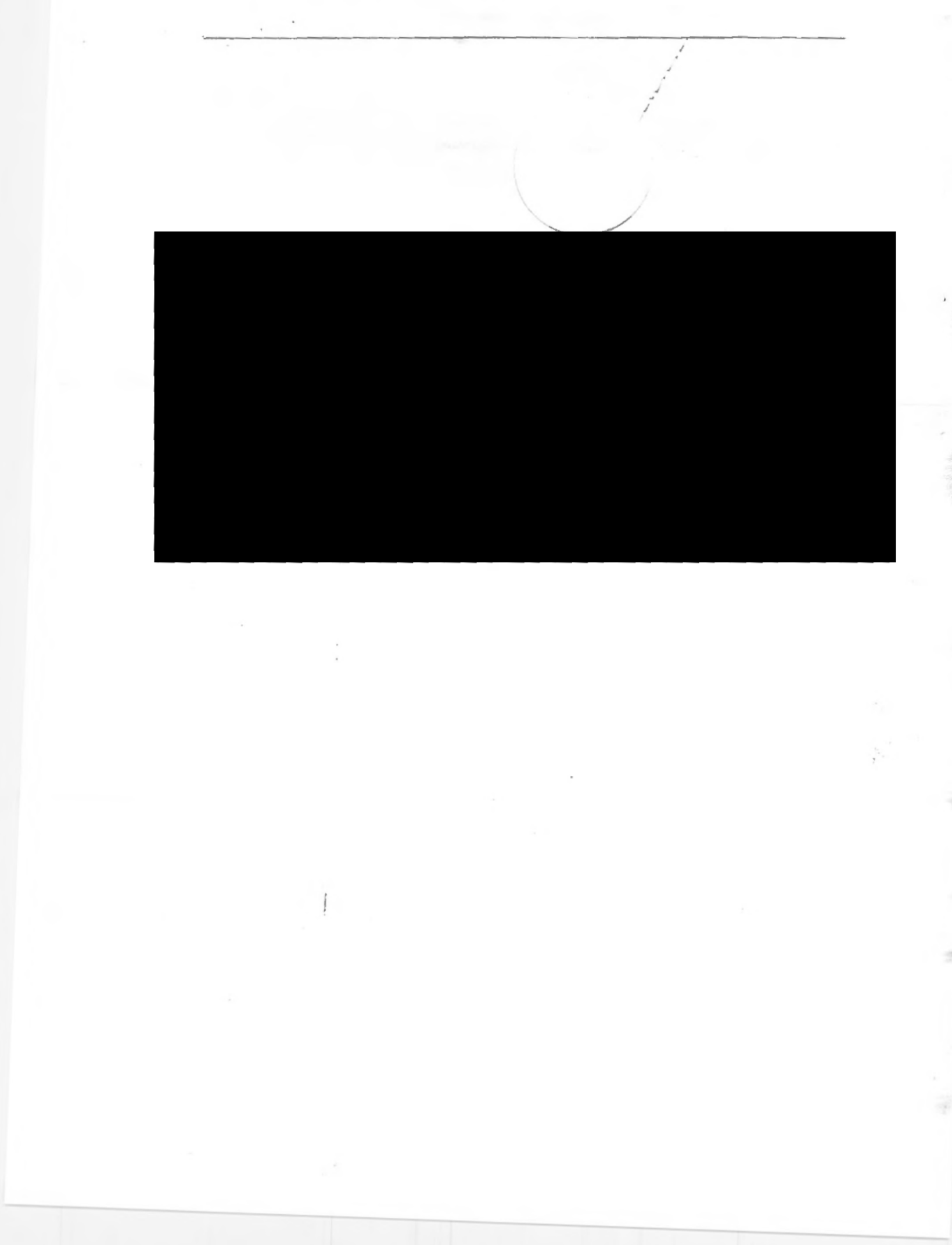


Kia dealers will inspect the electric oil pump controller, and if necessary, replace it with a new one. This recall will be performed **free of charge at no cost to you**. The estimated time required to perform this recall will be approximately one (1) hour. We recommend scheduling a service appointment to minimize your inconvenience.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.
- Park your vehicle outdoors and away from other vehicles or structures until you have the recall performed.
- **WARNING:** You may experience one or more of the following conditions:
 - The illumination of various warning lamps including Electric Power Steering, Electronic Stability Control (ESC), Smart Cruise Control (SCC), Auto Hold, Forward Collision Avoidance (FCA), and Lane Keeping Assist (LKA) warning lamps,
 - Idle Stop & Go (ISG) may become inoperative,
 - Your vehicle may go into "limp home" mode,
 - Inability to turn the engine off, and/or
 - Smoke from the engine compartment.

If any of the above conditions occurs, pull over to a safe location and contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.



Millbrook, AL

MONTGOMERY AL 360

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12/17/23

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