



**SC191 - 2015-2016 MY KIA SOUL EV GEAR SHIFT LEVER  
SAFETY RECALL CAMPAIGN  
Q & A**

**July 30, 2020**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors is conducting a recall on 2015-2016 MY Kia Soul EV vehicles to update the Electronic Control Unit software for the Electronic Parking Brake logic.*

**Q2. What vehicles are affected by the recall?**

A2. *2015-2016 MY Kia EV vehicles manufactured from July 15, 2014 through June 24, 2016.*

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

A3. *Approximately 3,714 vehicles are affected by this recall.*

**Q4. What is the concern with the Gear Shift Lever?**

A4. *Kia has determined that if the driver moves the gear shift lever into "P" (Park) prior to coming to a complete stop, the vehicle's parking mechanism can be damaged. If the parking mechanism is damaged, even though the gear shift lever is in the "P" (Park) position, unintended vehicle movement may occur when the vehicle is left unattended and the parking brake is not used.*

**Q5. Can you describe the recall campaign and fix?**

A5. *Kia will instruct authorized dealers to update the Electronic Control Unit software for the Electronic Parking Brake logic so that the electronic parking brake automatically activates if the POWER button is turned OFF and the gear shift lever is in the "P" (Park) position. The work will be performed at Kia's expense at no cost to the customer.*

**Q6. How was the issue discovered?**

A6. *Through the regular monitoring of field information.*

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

A7. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will perform the recall repair at no cost to the customer.*

**Q9. What about customers who may have already paid to have this issue remedied?**

A9. *If the customer has incurred expense to have this issue remedied 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 of [www.kia.com](http://www.kia.com) or mail their*



receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

**Q10. How long will the repair take?**

A10. *The estimated time required to perform necessary update will be approximately one (1) hour. However, the vehicle may be needed longer; therefore, we recommend that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience).*

**Q11. How will owners of the affected vehicles be notified?**

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **August 7, 2020.***

**Q12. Are there any restrictions on an owner's eligibility?**

A12. *No.*

**Q13. If a customer has an immediate question, where can they get further information?**

A13. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ [www.kia.com](http://www.kia.com) (Owner's Section).*