



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: AQ25001
Prompted By: VOQ Review
Date Opened: 08/06/2025
Investigator: Wilson Tran **Reviewer:** Alexander Ansley
Approver: Tanya Topka
Subject: Kia 25V099 Piston Oil Ring Recall Effectiveness

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Kia America, Inc.
Products: 2021-2023 Kia Seltos and Soul
Population: 137,256
Problem Description: Review of the effectiveness of Kia's remedy for Safety Recall 25V099 following complaints submitted to NHTSA.

ACTION/SUMMARY INFORMATION

Action: Open Audit Query (AQ)

Summary:

The Office of Defect Investigation's (ODI) Recall Management Division (RMD) had identified multiple complaints submitted to NHTSA regarding Kia's recall remedy for Safety Recall 25V099.

On February 17, 2025, Kia America, Inc. (Kia) notified the agency of a safety recall concerning certain Model Year (MY) 2021-2023 Seltos and Soul vehicles. NHTSA assigned this safety recall the identification number 25V099. In the recall filing, Kia indicated that vehicles subject to this recall may contain incorrectly manufactured piston oil rings, which may, over time, damage the engine causing a loss of motive power or an increased fire risk. The recall remedy became available on April 4, 2025. The recall remedy included an inspection procedure to determine whether an engine replacement was necessary. Kia changed the procedures for this inspection on May 7, 2025.

RMD has conducted a review of 47 complaints from April 29, 2025, through June 27, 2025, regarding Kia's remedy program for Safety Recall 25V099. The complaints allege an ineffective recall remedy, inconsistent results in inspections to determine whether an engine replacement was needed, and the unavailability of recall remedies.

The purpose of this Audit Query is to evaluate the effectiveness of Kia's remedy program and to understand Kia's response to vehicle owners' complaints of difficulties experienced due to changes to the procedures used to remedy vehicles. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).