



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

## **IMPORTANT SAFETY RECALL**

(NHTSA Recall Number: 14V-822)  
This notice applies to your vehicle: (Insert VIN)

January 29, 2015

Dear Kia Soul Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2013 model year Kia Soul vehicles equipped with sunroofs. Our records indicate that you own or lease one of the potentially affected vehicles.

### **What Is The Problem?**

Your vehicle is equipped with headliner plates designed as part of the energy absorbing structure of the headliner. Under certain circumstances, the plates may detach from the headliner upon deployment of the curtain airbag. If this occurs, an occupant may be injured.

### **What Will Kia Do?**

Kia will advise its authorized dealers to further secure the headliner plates to the inside of the headliner. The estimated time which will be required to repair your vehicle can range from approximately one to two hours, depending on the corrective action required.

### **What Should You Do?**

Please contact your Kia dealer to arrange for the repair to be conducted as soon as possible.

### **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. Please mail your documentation directly to Kia for review and consideration at the following address:

**Consumer Assistance Center  
Kia Motors 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.



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**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.

**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