



**SC116 – 2014-2015 MY SOUL ACCELERATOR PEDAL  
VOLUNTARY SAFETY RECALL CAMPAIGN**

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

A1. *Kia is conducting a voluntary safety recall on certain 2014-2015 MY Soul vehicles to add a supporting rubber underneath the accelerator pedal stopper.*

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

A2. *Certain 2014-2015 MY Soul vehicles, equipped with a gas engine or electric motor (EV), manufactured from July 21, 2013 through January 8, 2015. Note: The recall population was determined based on manufacturing records. These vehicles were not produced in Vehicle Identification Number (VIN) order.*

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

A3. *Approximately 208,858 vehicles are affected by this campaign.*

**Q4. What is the concern with the accelerator pedal?**

A4. *The accelerator pedal may fracture due to bending of an unsupported section of the pedal if unanticipated excessive force is applied. Field experience and testing indicates that such force has only occurred when the vehicle is stationary. If the driver continues to operate the vehicle, acceleration input could be impaired while driving, thereby increasing the risk of a crash.*

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

A5. *Kia has advised its authorized dealers to add a supporting rubber underneath the pedal stopper. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer.*

**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. *Owners should contact their Kia dealer to schedule a service appointment to have the repair performed.*

**Q8. Have there been any deaths or injuries as a result of this defect?**

A8. *There have been no deaths or injuries as a result of this condition.*

**Q9. Has Kia had any litigation regarding this defect?**

A9. *No.*

**Q10. Will this cost vehicle owners any money?**

A10. *No. The repairs associated with this recall campaign will be performed at no cost to the customer.*

**Q11. What about customers who may have already paid to have the situation corrected?**

- A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration:*

**Consumer Assistance Center  
Kia Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4KIA (4542)**

**Q12. How long will the repair take?**

- A12. *The estimated time which will be required to repair your vehicle is approximately one hour, depending on the corrective action required. However, the actual time can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

**Q13. How will owners of the affected vehicles be notified?**

- A13. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on March 24, 2015.*

**Q14. If a customer has an immediate question, where can they get further information?**

- A14. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ [www.kia.com](http://www.kia.com) (Owner's Section).*