



November 10, 2017

Attention: All Kia Parts & Service Managers

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2014-2016 MY Kia Soul and Soul EV vehicles produced from July 21, 2013 through September 30, 2015. The vehicles included in this recall were previously recalled under Recall SC108 (14v332) and SC125 (15v736). This recall is being conducted to confirm that the subject vehicles received a proper repair. In some cases, the pinion plug may not have been secured properly. As a result, the pinion gear may separate from the steering gear assembly, causing loss of steering. Loss of steering could increase the risk of a crash.

Dealers are to inspect the pinion plug to ensure the recall repair, if previously conducted, was properly done. Based upon the inspection results, the previous recall repairs will either be redone with an improved method or, if necessary, the steering gear assembly will be replaced. If the steering gear assembly needs to be replaced per the inspection results, the dealer may provide the customer with alternate transportation until the vehicle can be repaired. Instructions for recovery of alternate transportation expense will be included in the TSB SC155 when published.

NOTE: Once SC155 has launched, SC108 and SC125 will be retired.

The Technical Service Bulletin (TSB) that provides Vehicle Repair Procedures, Affected VIN Production Range, and Warranty Claim Information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of **November 16, 2017**.

SPECIAL SERVICE TOOL – One (1) set of Special Service Tools to be used for the steering wheel pinion plug repair is scheduled to arrive at the dealerships via DHL by no later than **November 20, 2017**. An initial 100 pcs of campaign set screws will be included with the SST shipment. These screws should be used for initial repairs of affected customer vehicles. Further quantities of the campaign parts can be ordered from the PDC, as necessary.

PARTS INFORMATION – Please refer to the TSB and Parts Bulletin to be published during the week of November 16, 2017.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of Kia Soul and Soul EV vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC155** to generate the list.

Kia will mail notices to the affected 2014-2016 MY Soul and Soul EV vehicle owners beginning on **November 16, 2017**. Please start performing the repairs, as soon as the special service tools arrive, on any affected vehicles currently in your inventory.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their 2014-2016 MY Kia Soul and Soul EV vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g. flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty

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claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

Your prompt attention in completing this recall is appreciated. If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest", written in a cursive style.

Neem Van der Reest
Quality Analysis Manager
Enclosures