

**2014-2016 MY Soul Steering Pinion Plug  
Basis of Safety Defect Determination 573.6(c)(6)**

<b>March 26, 2016</b>	Owner of 2014 Soul after SC108 repair reports some steering loss of control and wheel contact with curb. Steering gear assembly and wheel assembly replaced. Evaluated as unique event; no trend.
<b>May 8, 2017</b>	Regular monitoring of field data shows some customer complaints regarding alleged steering failures post recall repair.
<b>May 12, 2017</b>	Kia Motors America, Inc. (KMA) requests warranty return steering gear assembly parts from dealers for evaluation.
<b>June 23, 2017</b>	NHTSA contacts KMA regarding certain VOQs and requests recall repair status information.
<b>July 6, 2017</b>	KMA conducts initial analysis of warranty return parts and identifies potential issue of recall repairs not being properly performed. KMA ships warranty return steering gear assemblies to Kia Motors Corporation (KMC) for further evaluation.
<b>July 8, 2017</b>	KMA provides requested information to NHTSA.
<b>July 13—August 15, 2017</b>	KMC conducts investigation with supplier to determine cause of possible repeat repair issue by inspecting warranty return parts.
<b>August 9, 2017</b>	NHTSA contacts KMA to request recall repair status of additional VOQs.
<b>August 21, 2017</b>	KMA provides requested information to NHTSA and identifies continued investigation into potential repeat recall repair issue.
<b>September 6—September 20, 2017</b>	KMC travels to KMA to evaluate additional returned parts and conducts inspections at dealers located in various states. KMC determines that in some cases the recall repair was not properly performed by the dealer.
<b>September 22, 2017</b>	KMC decides to recall Soul and Soul EV vehicles previously recalled under 14V332 and 15V736 to ensure recall remedy properly performed. One (1) accident and no injuries due to issue.