



**SC155– 2014-2016 MY KIA SOUL AND SOUL EV STEERING GEAR PINION PLUG
SAFETY RECALL CAMPAIGN
Q & A**

November 10, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall to confirm that the vehicles previously recalled under Recall SC108 (14v332) and SC125 (15v736) received a proper repair.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2014-2016 MY Kia Soul and Soul EV vehicles, manufactured from July 21, 2013 through September 30, 2015.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 342,381 vehicles.*

Q4. What is the concern with the Steering Gear Pinion Plug?

A4. *The vehicles included in this campaign were previously recalled under Recall SC108 (14v332) and SC125 (15v736). The remedy for those recalls may not have been properly performed. 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.*

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will be instructed 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. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed March 21, 2016.*

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 arrange for the repair to be performed.*

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

A8. *No.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*



Q10. Will this cost vehicle owners any money?

A10. *No. The inspection, the repair of the pinion plug, and/or the replacement of the steering gear assembly will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the steering gear assembly replaced?

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. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR 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**

Q12. How long will the repair take?

A12. *The estimated time required to inspect the vehicle is approximately one (1) hour. Should the prior repair need to be redone or if the steering gear assembly requires replacement, additional time will be required. Contact the dealer for an exact estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience.*

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 **November 16, 2017**.*

Q14. Are there any restrictions on an owner's eligibility?

A14. *No.*

Q15. If a customer has an immediate question, where can they get further information?

A15. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).*