



April 8, 2019

## **Attention: All Dealer Principals**

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on all 2012-2016 MY Soul vehicles equipped with a 1.6L Gasoline Direct Injection (GDI) engine, manufactured from July 8, 2011 through August 11, 2016, to upgrade the Catalytic Overheating Protection (COP) logic in the Engine Control Unit (ECU). The catalytic converter, if damaged, will also be replaced. Depending on the extent of any damage, the engine may also be replaced.

Under certain conditions, the catalytic converter may become damaged due to overheating caused by an excessive increase of exhaust gas temperatures. If the catalytic converter is damaged, substrate particles can enter the engine combustion chamber and cause abnormal engine combustion. Continuous abnormal engine combustion can result in damage to one or more of the engine's pistons which can cause piston connecting rod breakage, potentially puncturing the engine block allowing engine oil to escape and potentially contact a hot exhaust surface. These conditions can increase the risk of an engine stall or fire.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) during the week of April 8, 2019.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of affected 2012-2016 MY Soul vehicles. Kia will notify the vehicle owners beginning on **April 12, 2019**.

**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.**

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

Please make certain the appropriate personnel in your dealership are familiar with the details of this recall campaign to ensure proper responses to customer inquiries and request to have the campaign performed on their 2012-2016 MY Soul vehicles.

**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 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 campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Neem Van der Reest  
Manager, Technical Services & Engineering

Enclosures