



Kia Motors America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**IMPORTANT SAFETY RECALL**  
(NHTSA Recall Number: 19V120)

This notice applies to your vehicle: (Insert VIN)

April 16, 2019

Dear Kia Soul Owner:

**Kia has identified a defect in your vehicle which relates to motor vehicle safety.**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect which relates to motor vehicle safety exists in the 2012-2016 MY Kia Soul vehicles equipped with the 1.6L Gasoline Direct Injection (GDI) engine. The defect may cause damage to the catalytic converter due to overheating, resulting in abnormal engine combustion and damage to the engine pistons. Piston damage can result in a stall, increasing the risk of a crash. If a piston rod breaks and punctures the engine block, oil can escape, increasing the risk of a fire.

**What Is The Problem?**

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 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.

**If this condition occurs, you may hear knocking noise from the engine and/or the Malfunction Indicator Lamp (MIL)  may illuminate.**

**Kia Will Upgrade the Catalytic Overheating Protection (COP) logic in the Engine Control Unit (ECU) and If Necessary Replace the Catalytic Converter and/or Engine at No Cost to You.**

Kia has advised its authorized dealers to upgrade the COP ECU logic to prevent overheating of the catalytic converter. The catalytic converter will also be replaced if it has been damaged. Depending on the extent of any damage, the engine may also be replaced. This work will be performed at Kia's expense at no cost to you. The time required to upgrade the COP ECU logic is approximately one (1) hour. Note that if the catalytic converter and/or the engine need to be replaced, additional time to complete the repair will be necessary. We recommend that you contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience.

**What Should You Do**

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use):



### What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with the attached Request for Reimbursement Form directly to Kia for review and consideration:

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

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

### What If You Are A Vehicle Lessor?

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**

REQUEST FOR REIMBURSEMENT FORM  
SC176 – 2012-2016 MY SOUL ENGINE CONTROL UNIT (ECU) LOGIC UPGRADE

*Safety Recall Campaign*

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts, along with this Request for Reimbursement form online to Kia via the Owners section (Contact Kia) of [www.kia.com](http://www.kia.com).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it directly to Kia for review and consideration, along with backup documentation, at the following address:

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

**Please allow at least sixty (60) days for review and response.**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Customer City, State, Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_ (17 digits)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$\_\_\_\_\_

Attach the following:

- o **Repair Order showing:**
  - Name & address of person paying for the repair
  - o Vehicle Identification Number (VIN) of vehicle repaired
  - o **Description of the problem repaired**
    - Date of repair and mileage on the vehicle at the time of repair
    - Total cost of repair expense being claimed
- o **Evidence of Payment of Repair showing:**
  - o Date of Payment
  - o Amount Paid (**e.g. copies of cancelled check or credit card receipt**)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this safety recall campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name