



**SC176 – 2012-2016 MY KIA SOUL ENGINE CONTROL UNIT (ECU) LOGIC UPGRADE
SAFETY RECALL CAMPAIGN
Q & A**

April 8, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors has decided that a defect which relates to motor vehicle safety exists in all 2012-2016 MY Kia Soul vehicles equipped with the 1.6L Gasoline Direct Injection (GDI) engine.*

Q2. What vehicles are affected by the recall?

A2. *All 2012-2016 MY Kia Soul vehicles equipped with the 1.6L Gasoline Direct Injection (GDI) engine, manufactured from July 8, 2011 through August 11, 2016.*

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

A3. *Approximately 378,967 vehicles are included in this campaign.*

Q4. What is the concern with the Engine Control Unit (ECU) Logic?

A4. *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.*

Q5. Are there any warnings associated with the condition described above?

A5. *If this condition occurs, owners may hear knocking noise from the engine and/or the Malfunction Indicator Lamp (MIL) may illuminate.*

A6. Can you describe the recall campaign and fix?

A6. *Kia has advised its authorized dealers to upgrade the Catalytic Overheating Protection (COP) logic in the Engine Control Unit (ECU). Also, the catalytic converter will be replaced if it has been damaged. Depending on the extent of any damage, the engine may also be replaced.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

Q8. What should vehicle owners do when they receive the notification?

A8. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted.*

Q9. Have there been any deaths or injuries as a result of this condition?

A9. *There have been no deaths or injuries.*

Q10. Has Kia had any litigation regarding this condition?

A10. *No.*



Q11. Will this cost vehicle owners any money?

A11. *No. Kia will perform the recall repair at no cost to the customer.*

Q12. What about customers who may have already paid to have this issue remedied?

A12. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their 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**

Q13. How long will the repair take?

A13. *The time required to upgrade the COP logic in the ECU 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. Kia recommends that customers contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize your convenience).*

Q14. How will owners of the affected vehicles be notified?

A14. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **April 12, 2019**.*

Q15. Are there any restrictions on an owner's eligibility?

A15. *No.*

Q16. If a customer has an immediate question, where can they get further information?

A16. *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).*