



## FOLLOW-UP NOTICE

December 2, 2021

### ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

**THIS IS A FOLLOW-UP NOTICE TO ADVISE THAT THE PISTON-RING NOISE SENSING SYSTEM SOFTWARE IS NOW AVAILABLE.**

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2020-2021 MY Kia Soul vehicles manufactured from November 24, 2018 through October 24, 2020 and certain 2021 MY Kia Seltos vehicles manufactured from November 20, 2019 through October 15, 2020 equipped with 2.0L Nu MPI engines to inspect, and if necessary, replace the engine.

During production at the supplier, the piston oil rings in the affected vehicles may have been improperly heat-treated resulting in excessive oil ring hardness. Excessive oil ring hardness can lead to chipping of the piston oil ring's outer periphery and scuffing of the engine cylinder bore. A scuffed cylinder bore can lead to increased oil consumption which will eventually result in abnormal noise from the engine and/or illumination of the oil pressure warning lamp. If the vehicle is continually operated in this condition, connecting rod bearing seizure can occur. A seized connecting rod bearing can result in engine damage, thereby increasing the risk of an engine stall and/or in certain cases a fire, due to a connecting rod puncturing the engine block allowing engine oil to leak onto a hot exhaust. An engine stall increases the risk of a crash. A fire increases the risk of injury.

If it has not been done already, dealers will inspect, and if necessary, replace the engine (SC209). In addition, and as a preventative measure, dealers will also install the Piston-ring Noise Sensing System software (SC209A) to alert the driver of potential damage to the piston oil ring.

The updated Technical Service Bulletin (TSB) that provides Vehicle 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) in the week of **December 2, 2021**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owners who have already paid for repairs related to a piston related engine replacement can submit a request for reimbursement online via the Owner's Section of [www.kia.com](http://www.kia.com). A list of vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC209/SC209A** to generate the list.

Kia will start notifying the vehicle owners of the availability of the software on **December 7, 2021**. Please start performing the repairs immediately on any affected vehicles currently in your inventory.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**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.**

**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 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.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department