



SC209 - 2020-2021 MY SOUL & 2021 MY SELTOS PISTON OIL RING
SAFETY RECALL CAMPAIGN

Q & A

June 4, 2021

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect and replace, if necessary, the engine on certain 2020-2021 MY Soul and certain 2021 MY Seltos vehicles.*

Q2. What vehicles are affected by the recall?

A2. *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 2.0 L Nu MPI engines.*

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

A3. *Approximately 125,400 Soul vehicles and 21,849 Seltos vehicles are affected by this recall.*

Q4. What is the concern with the Piston Oil Ring?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect, and if necessary, replace the engine. In addition, when available and as a preventative measure, dealers will also install a Piston-ring Noise Sensing System software to alert the driver of potential damage to the piston oil ring.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will notify the owners of the affected vehicles by first-class mail on **June 11, 2021**.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange for the inspection, and if necessary, engine replacement to be performed. If increased oil consumption, abnormal engine noise and/or illumination of the oil pressure warning lamp occur, vehicle owners are advised to contact Kia Roadside Assistance to have their vehicle towed to the nearest authorized Kia dealership.*

Q8. How was the issue discovered?

A8. Through the regular monitoring of field information.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

Consumer Assistance Center

Kia America, Inc.

P.O. Box 52410

Irvine, CA 92619-2410

1-800-333-4542

Q11. How long will the repair take?

A11. The actual time required to perform the remedy repair will take approximately one (1) to two (2) hours. However, their vehicle may be needed longer, depending on the result of the inspection. If an engine replacement is necessary, the estimated time required is 8 hours or more. Therefore, it is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)

Q12. Are there any restrictions on an owner's eligibility?

A12. No.

Q13. If a customer has an immediate question, where can they get further information?

A13. The customer can contact their local authorized 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 at www.kia.com (Owner's Section).