



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 3, 2023

Mr. J.S. (Jurassic) Park
VP/ Chief Safety Officer
Kia America, Inc.
111 Peters Canyon Road
Irvine, CA 92606-1790

NEF-107ES
23V-218

Subject: High-Voltage Battery Pack May Short-Circuit

Dear Mr. Park:

This letter serves to acknowledge Kia America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KIA/SOUL EV/2015-2019

Mfr's Report Date: March 29, 2023

NHTSA Campaign Number: 23V-218

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY

Potential Number of Units Affected: 2,689

Problem Description:

Kia America, Inc. (Kia) is recalling certain 2015-2019 Soul EV vehicles equipped with an E400 battery. The high-voltage battery pack may experience an electrical short-circuit while driving.

Consequence:

A battery electrical short-circuit increases the risk of a fire.

Remedy:

Dealers will update the battery management system software, free of charge. The new software will illuminate the EV warning light, limit charging capacity, and reduce vehicle power if abnormal voltage is detected. If this occurs, the battery will be replaced, free of charge. Owner notification letters are expected to be mailed May 26, 2023. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC267.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in 49 U.S.C. § 30118(f), submission of 8 consecutive quarterly reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Kia America, Inc.'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement