



2015-2019 MY SOUL EV VEHICLES - HIGH VOLTAGE BATTERY
SAFETY RECALL CAMPAIGN (SC267)

Q & A - **FOLLOW-UP NOTICE (REMEDY AVAILABLE)**

May 22, 2023

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 address a condition involving the high voltage battery.*

Q2. What vehicles are affected by the recall?

A2. *All 2018-2019 MY Soul EV vehicles manufactured from July 3, 2017 through September 28, 2018 equipped with an E400 high voltage battery and certain 2015-2017 MY Soul EV vehicles manufactured from July 15, 2014 through June 30, 2017 that had their high voltage battery replaced under warranty with an E400 battery.*

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

A3. *Approximately 2,689 vehicles.*

Q4. What is the concern with the High Voltage Battery?

A4. *An electrical short circuit can occur within the high-voltage battery pack assembly case located underneath the vehicle. If an electrical short circuit occurs, a fire may result while driving, thereby increasing the risk of injury. The cause of the short circuit condition remains unknown, but it is believed to be caused by abnormally excessive precipitate within the battery cells.*

Q5. Can you describe the recall campaign and fix?

A5. ***For all 2018-2019 MY Soul EV vehicles:** Dealers will update the vehicle's battery management system with new software that will detect an abnormal battery cell voltage condition before an electrical short circuit occurs. Following installation of the new software, if the abnormal battery cell voltage is detected by the vehicle's battery management system, the EV warning light will illuminate, charging capacity will be limited to 80% and the vehicle will be placed into a reduced-power "limp home" mode. If this occurs, the dealer will replace the high voltage battery with a new one. Customers may experience the following symptoms/warnings indicating this concern: Incomplete high voltage battery charging, loss/fluctuating vehicle range, and/or illumination of the EV warning light.*

***For affected 2015-2017 MY Soul EV vehicles:** Dealers will first replace the vehicle's battery management system (BMS) and then update the vehicle's battery management system with new software that will detect an abnormal battery cell voltage condition before an electrical short circuit occurs. Following installation of the new software, if the abnormal battery cell voltage is detected by the vehicle's battery management system, the EV warning light will illuminate, charging capacity will be limited to 80% and the vehicle will be placed into a reduced-power "limp home" mode. If this occurs, the dealer will replace the high voltage battery with a new one. Customers may experience the following symptoms/warnings indicating this concern: Incomplete high voltage battery charging, loss/fluctuating vehicle range, and/or illumination of the EV warning light.*

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

*A6. Kia will send a follow-up letter notifying owners of the affected vehicles by first class mail beginning on **August 18, 2023**.*

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

A7. Upon receipt of the follow-up notice, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle. If an electrical short circuit occurs within the high voltage battery, owners may experience incomplete high voltage battery charging, loss/fluctuating vehicle range, and/or illumination of the EV warning light. If this occurs, owners are instructed to pull over to a safe location, turn OFF the engine, and contact Kia Roadside Assistance at 1-800-333-4542.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea.

Q9. Will this cost vehicle owners any money?

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

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).