



May 22, 2023

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

This is an interim notice as we work on a remedy.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on 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.

An electrical short circuit between the anode and cathode of the battery cells 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.

When the remedy is available, 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. 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.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com when the remedy is available.

Enclosed you will find a copy of the interim owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of www.kia.com. Kia will mail interim notices to the affected vehicle owners beginning on **May 26, 2023**. A follow-up notice will be mailed once the remedy becomes available.

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 Campaign 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
Enclosures