



September 21, 2023

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

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

- Certain 2023 MY Soul (SK3) vehicles manufactured from November 9, 2022 to May 10, 2023 equipped with an Intelligent Variable Transmission (IVT)
- Certain 2023 MY Sportage (NQ5/NQ5a) vehicles manufactured from November 2, 2022 to May 30, 2023 equipped with an 8-speed Auto Transmission, and
- Certain 2023-2024 MY Seltos (SP2) vehicles manufactured from November 9, 2022 to May 29, 2023 equipped with an IVT.

The Multi-Layer Ceramic Capacitor (MLCC) located on the printed circuit board in the controller of the Idle Stop & Go (ISG) electric oil pump assembly for the transmission may have been damaged during the manufacturing process. A damaged capacitor can cause an electrical short circuit while driving and may result in thermal damage isolated to the ISG electric oil pump circuit board, electrical connector, and wiring harness. Thermal damage at the electric oil pump increases the risk of a fire. A fire increases the risk of injury.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Kia dealers will replace the electric oil pump controller with a new one. Customers may experience one or more of the following conditions:

- (1) The illumination of various warning lamps including Electric Power Steering, Electronic Stability Control (ESC), Smart Cruise Control (SCC), Auto Hold, Forward Collision Avoidance (FCA), and Lane Keeping Assist (LKA) warning lamps,
- (2) Idle Stop & Go (ISG) may become inoperative,
- (3) Vehicle may go into "limp home" mode,
- (4) Inability to turn off engine, and/or
- (5) Smoke from engine compartment.

Customers are also advised to park their vehicle outside and away from structures until the recall is performed.

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](http://www.kiatechinfo.com) during the week of September 21, 2023.

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 owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of [www.kia.com](http://www.kia.com). Kia will mail notices to the affected vehicle owners beginning on **September 28, 2023**.

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