



**2023 MY SOUL, 2023 MY SPORTAGE & 2023-2024 MY SELTOS VEHICLES - IDLE STOP & GO (ISG) ELECTRIC OIL PUMP  
SAFETY RECALL CAMPAIGN (SC275)**

**Q & A**

**September 21, 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 Idle Stop & Go (ISG) electric oil pump.*

**Q2. What vehicles are affected by the recall?**

A2. *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.*

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

A3. *Approximately 39,765 vehicles (Soul: 20,453, Sportage: 4,411, Seltos: 14,901).*

**Q4. What is the concern with the Idle Stop & Go (ISG) Electric Oil Pump?**

A4. *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.*

**Q5. Can you describe the recall campaign and fix?**

A5. *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.*

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

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on September 28, 2023.***

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

*A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them.*

**Q8. Where were these vehicles produced?**

*A8. The affected vehicles were produced at Kia assembly plants in the U.S. and 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](http://www.kia.com) (Owner's Section).*