



December 19, 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 regarding the Gear Drive Unit (GDU) on all 2015-2019 MY Soul EV vehicles manufactured from July 15, 2014 through September 28, 2018.

When the vehicle is left unattended while powered ON and the parking brake is not manually engaged, unintended vehicle movement may occur intermittently even though the gear shift lever is in the "P" (Park) position. This is caused by intermittent failure of the parking pawl to engage the parking gear, which Kia suspects is due to damage to the parking mechanism within the GDU. Unintended vehicle movement can increase the risk of a crash.

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 be instructed to update the Electronic Control Unit software for the Electronic Parking Brake (EPB) logic so that the EPB automatically activates when the gear shift lever is in the "P" (Park) position regardless of whether the vehicle is powered ON or OFF. This recall replaces the prior 20V389 recall (Kia's Reference # SC191) involving the 2015-2016MY Soul EV vehicles and is required regardless of whether those vehicles received the software update under that prior recall.

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 December 19, 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 **December 21, 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