



2015-2019 MY SOUL EV VEHICLES - GEAR DRIVE UNIT
SAFETY RECALL CAMPAIGN (SC287)

Q & A

December 19, 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 gear drive unit (GDU).*

Q2. What vehicles are affected by the recall?

A2. *All 2015-2019 MY Soul EV vehicles manufactured from July 15, 2014 through September 28, 2018.*

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

A3. *Approximately 6,262 vehicles.*

Q4. What is the concern with the Gear Drive Unit?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will 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.*

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 December 21, 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 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).