



**2023 MY SOUL AND 2024 MY SELTOS VEHICLES - SIDE CURTAIN AIRBAG
SAFETY RECALL CAMPAIGN (SC289)**

Q & A

January 29, 2024

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 side curtain airbag.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2023 MY Soul vehicles manufactured from April 3, 2023 through May 15, 2023 and Certain 2024 MY Seltos vehicles manufactured from April 3, 2023 through May 15, 2023.*

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

A3. *Approximately 2,967 vehicles [Soul: 1,122, Seltos: 1,845].*

Q4. What is the concern with the Side Curtain Airbag(s)?

A4. *Due to a welding error in the stored gas section of the hybrid inflator, the side curtain airbag may inflate inadvertently without a deployment command from the Airbag Control Unit (ACU). The inadvertent inflation of the side curtain airbag increases the risk of injury to an occupant and may also create a driver distraction increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will inspect both side curtain airbag modules and, if necessary, replace the affected module(s) with a new one(s).*

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 January 31, 2024.***

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 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).