



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 23V218)

This notice applies to your vehicle: (Insert VIN)

FOLLOW-UP NOTICE

August 18, 2023

THE REMEDY FOR YOUR VEHICLE IS NOW AVAILABLE

Dear Kia Soul EV Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2015-2017 MY Soul EV vehicles. The defect can result in a fire while driving. A fire increases the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles. **The remedy is now available for your vehicle.**

What Is The Problem?

An electrical short circuit can occur within the high voltage battery pack assembly case located underneath your vehicle. If an electrical short circuit occurs, a fire may result while driving, thereby increasing the risk of injury.

Kia Will (1) Replace The Battery Management System (BMS), (2) Update That BMS with New Software, (3) Inspect The High Voltage Battery, And, (4) If Necessary, Replace The High Voltage Battery Free of Charge At No Cost To You.

Your authorized Kia dealer will first replace the vehicle's battery management system (BMS) and then update the vehicle's newly-installed BMS with new software that will detect an abnormal battery cell voltage condition BEFORE an electrical short circuit occurs. Following installation of the new software, if abnormal battery cell voltage is detected by the vehicle's BMS, the EV warning light will illuminate, charging capacity will be limited to 80% and the vehicle will be placed into a reduced-power "limp home" mode. If this occurs, the dealer will replace the high voltage battery with a new one. This recall will be performed **free of charge at no cost to you.**

What Should You Do?

- **WARNING:** If your vehicle has an abnormal battery cell voltage condition, you may experience incomplete high voltage battery charging, loss/fluctuating vehicle EV battery range, and/or illumination of the EV warning light. If this occurs, please immediately pull over to a safe location and contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, download a QR Code Reader App. With many devices, you can do this through an app store or marketplace.*
- *Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.*

REQUEST FOR REIMBURSEMENT FORM
2015-2019 MY SOUL EV VEHICLES - HIGH VOLTAGE BATTERY
SAFETY RECALL CAMPAIGN (SC267)

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Owners section of www.kia.com** (MyKia>Contact Us or directly at this link: <https://ksupport.kiausa.com/ConsumerAffairs>).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center
Kia America, Inc.
P. O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least sixty (60) days for review and response.

Customer First Name:	<input type="text"/>	Customer Last Name:	<input type="text"/>																				
Customer Address:	<input type="text"/>																						
Customer City:	<input type="text"/>	State:	<input type="text"/>																				
		Zip:	<input type="text"/>																				
Phone #:	<input style="width: 150px;" type="text" value="() - "/>	Email:	<input type="text"/>																				
Vehicle Identification Number:	<table border="1" style="width: 100%; text-align: center;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																						
Mileage at Time of Repair:	<input type="text"/>	Date of Repair:	<input style="width: 150px;" type="text" value=" / / "/>																				
Amount of Reimbursement Requested	<input style="width: 150px;" type="text" value=" \$ "/>																						

Attach the following:

- o **Repair Order showing:**
 - o Name & address of person paying for the repair
 - o Vehicle Identification Number (VIN) of vehicle repaired
 - o **Description of the problem repaired**
 - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- o **Evidence of Payment of Repair showing:**
 - o Date of Payment
 - o Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name