



**2021-2023 MY SELTOS AND SOUL VEHICLES EQUIPPED WITH 2.0L NU MPI ENGINES
PISTON OIL RING
SAFETY RECALL CAMPAIGN (SC336)
Q & A
March 31, 2025**

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 piston oil ring.*

Q2. What vehicles are affected by the recall?

A2. *The vehicles listed below equipped with 2.0L Nu MPI engines:
Certain 2021-2023 MY Seltos vehicles manufactured from July 2, 2020 through July 1, 2022
Certain 2021-2023 MY Soul vehicles manufactured from July 2, 2020 through April 19, 2022*

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

A3. *Approximately 137,256 vehicles (53,635 Seltos units and 83,621 Soul units).*

Q4. What is the concern with the piston oil ring?

A4. *Due to a quality deviation by the supplier, the piston oil ring in the subject vehicles may, over time, damage the surface of the cylinder wall. This may lead to increased oil consumption, which will eventually result in abnormal noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated in this condition, engine damage and/or seizure can occur, resulting in loss of drive power. In limited cases, a fire may occur from engine oil leaking onto a hot exhaust component due to a hole in the engine block. Loss of drive power and/or fire increases the risk of crash and injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect, and if necessary, replace the engine. As a preventative measure, dealers will also be instructed to install a Piston-ring Noise Sensing System (PNSS) software to provide an early warning light to the driver of potential damage to the engine. If the PNSS software subsequently sets a Diagnostic Trouble Code (DTC), the engine will be replaced.*

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 April 4, 2025**.*

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.

Q10. 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 <https://customercare.kiausa.com>.