



March 31, 2025

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 piston oil ring on the vehicles equipped with 2.0L Nu MPI engines listed below:

- 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

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.

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.

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 during the week of **March 31, 2025**.

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 <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **April 4, 2025**.

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