



August 27, 2019

## ***Attention: All Dealer Principals***

Kia is conducting a Safety Evaluation Service Campaign to determine whether the low pressure gasoline fuel line connector in certain 2019 Kia Soul vehicles produced in April and May 2018 is subject to leakage and risk of fire.

### **Why is Kia conducting this voluntary safety evaluation service campaign?**

- Kia wants to inspect the low pressure fuel line connector that connects to the vehicle's fuel pump to ensure that it is properly snapped into place. Kia has not received any reports from customers or dealers that this issue exists or has occurred in 2019 Kia Soul vehicles. However, Kia's port inspection team identified one (1) production vehicle at a U.S. port that had a loose low pressure fuel line connector which was promptly corrected prior to the vehicle's shipment to a dealer. A loose low pressure fuel line connector could lead to fuel leakage and fire in the engine compartment.
- As a precautionary measure, Kia wants to inspect vehicles produced during the same time period as the port vehicle to determine if any vehicles distributed to dealers have a loose connector.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide both of which describe the issue and information on how to access the list of affected Soul vehicles. Kia will notify the vehicle owners on **August 30, 2019**.

### **What Should You Do?**

Please make certain the appropriate personnel in your dealership are familiar with the details of this safety evaluation service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

**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 Motors 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 service campaign, and for no other purpose.

Your prompt attention in completing this service campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures