



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

Safety Evaluation Service Campaign

August 30, 2019

Dear Kia Soul Owner:

Kia Motors America, Inc. 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 your 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.
- Kia routinely evaluates components in vehicles to evaluate their safety and performance. Having this service campaign performed will help ensure continued proper functioning of your vehicle and will provide data for Kia to determine if any further action for 2019 Soul vehicles is needed.

What Will Kia Do?

- Your Kia dealer will inspect the low pressure fuel line connector in your vehicle's engine compartment to ensure it is securely fastened to the fuel pump at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule an appointment for this inspection. The time required to inspect your vehicle can vary, depending on the dealer's work schedule. We recommend scheduling a service appointment to minimize your inconvenience.
- Please present this notice when you arrive at your dealer.
- 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*):





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Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

Do You Have Other Questions?

- Should you have any questions regarding this Safety Evaluation Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs 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.**