



**SC182 – 2019 MY KIA SOUL LOW PRESSURE GASOLINE FUEL LINE CONNECTOR
SAFETY EVALUATION SERVICE CAMPAIGN
Q & A**

August 27, 2019

Q1. What type of campaign is Kia conducting?

A1. *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.*

Q2. What vehicles are affected by the safety evaluation service campaign?

A2. *Certain 2019 Kia Soul vehicles of all engine types produced in April and May 2018.*

Q3. How many customer vehicles are affected by this service campaign?

A3. *Approximately 10,538 vehicles are affected by this service campaign.*

Q4. What is the concern with the Low Pressure Gasoline Fuel Line Connector?

A4. *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.*

Q5. Can you describe the service campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the low pressure fuel line connector in the vehicle's engine compartment to ensure it is securely fastened to the fuel pump at no cost to the customer.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Owners are to contact their Kia dealer to schedule an appointment to have the repair conducted.*

Q8. Have there been any deaths or injuries as a result of this condition?

A8. *There have been no deaths or injuries.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. Kia will perform the repair at no cost to the customer.*

Q11. How long will the repair take?

A11. *The time required to complete the repair can vary depending on the dealer's schedule. However, the estimated time required to perform the repair will be approximately one (1) hour.*



Q12. How will owners of the affected vehicles be notified?

A12. *Kia will be notifying owners of the affected vehicles by first-class mail on **August 30, 2019**.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *No.*

Q14. If a customer has an immediate question, where can they get further information?

A14. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).*