



QUESTIONS AND ANSWERS

ENGINE CONTROL UNIT (ECU) SOFTWARE UPDATE PRODUCT IMPROVEMENT CAMPAIGN – PI2002A

February 19, 2020

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Product Improvement Campaign to update the software for the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage.*

Q2. What vehicles are affected by this campaign?

A2. *All 2012-2016 MY Kia Soul vehicles equipped with the 1.6-liter GDI engine and manufactured from July 8, 2011 through August 11, 2016.*

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. *Kia has developed Knock Sensor Detection System (KSDS) that detects vibrations indicating the onset of excessive connecting rod bearing wear. The KSDS is designed to alert the driver at an early stage of bearing wear before the occurrence of severe engine damage, including engine failure.*

Q4. Can you describe the Product Improvement Campaign and fix?

A4. *Kia has instructed its Kia dealers to perform the software update on the Engine Control Unit (“ECU”) to Protect the engine from excessive connecting rod bearing damage. **Upon completion of this Product Improvement Campaign**, Kia will extend the warranty coverage for the engine sub-assembly (short block) to 10 years starting from the date of first service or 120,000 miles, whichever occurs first for both new and used vehicle owners.*

Q5. Will this cost vehicle owners any money?

A5. *No. It will not cost the customer any money to have the Product Improvement Campaign performed.*

Q6. How long will the repair take?

A6. *The time it takes to perform the repair can vary depending upon the dealer’s work schedule, therefore, an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on February 21, 2020.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at several Kia assembly plants in Korea.*

Q9. How many vehicles are included?

A9. *Approximately **378,831** vehicles are included in this campaign.*

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. *They can contact their local Kia dealership or call Kia’s Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner’s Section of www.kia.com.*