



February 19, 2020

Attention: All Kia Dealer Principals

Kia is conducting a Product Improvement Campaign to perform a software update to the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage on all 2012~2016 MY Soul vehicles equipped with 1.6-liter GDI engine, manufactured from July 8, 2011 through August 11, 2016.

Kia has developed a 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. If vibrations caused by bearing wear start

to occur, the Malfunction Indicator Lamp (MIL)



will blink continuously, and the vehicle will be placed in Limp Home Mode.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com and the campaign documents will be posted on kdealer.com in the week of **February 19, 2020**.

What Will Kia Do?

Kia will 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.

What Should You Do?

Please make certain the appropriate personnel in your dealership are familiar with the details of this Product Improvement Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. Kia will notify owners **starting on February 21, 2020**.

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 product improvement campaign, and for no other purpose.

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

Sincerely,

Kia Service Department

Enclosures