



**QUESTIONS AND ANSWERS**  
**SC190 - 2017-2019 MY KIA SOUL WITH 1.6L TURBO-GDI ENGINE**  
**AUXILIARY EVAPORATIVE CANISTER INSTALLATION**  
**Voluntary Emissions Service Campaign**  
**November 2, 2020**

**Q1. What sort of campaign is Kia conducting?**

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to install an Auxiliary Canister Kit to improve evaporative system performance.*

**Q2. What vehicles are affected by this emissions service campaign?**

A2. *Certain 2017-2019 MY Kia Soul vehicles equipped with the 1.6-liter Turbo-GDI engine manufactured from July 25, 2016 through December 12, 2018.*

**Q3. What is the problem with the Evaporative Canister?**

A3. *Kia has become aware some 2017-2019 MY Soul vehicles with the 1.6-liter Turbo-GDI engine may have been produced with evaporative canisters that can cause the vehicle to release air pollutants, which exceed Federal and California emissions standards. These standards were established to protect the public health and welfare from the dangers of air pollution.*

**Q4. Can you describe the emissions service campaign and fix?**

A.4 *All owners of the affected 2017-2019 MY Kia Soul vehicles equipped with the 1.6-liter Turbo-GDI engine will be notified of this condition and asked to contact their Kia dealer to have the auxiliary evaporative canister installed on their vehicle.*

**Q5. Will this cost Soul owners any money?**

A5. *No. It will NOT cost the customer any money to have the service 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 on **November 4, 2020**.*

**Q8. Where were the vehicles produced?**

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

**Q9. How many vehicles are included?**

A9. *Approximately **13,348** of Kia Soul vehicles equipped with the 1.6-liter Turbo-GDI engine*

**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](http://www.kia.com).*