



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


Voluntary Emissions Service Campaign

December 3, 2020

Dear Kia Soul Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to update the software programming on the Transmission Control Module (TCM) and, if necessary, replace the Intelligent Variable Transmission (IVT) on certain 2020-2021 MY Soul vehicles.

Why is Kia conducting this Voluntary Emissions Service Campaign?

Your vehicle may exhibit a lack of acceleration or delay in accelerating due to transmission slippage, in addition to the illumination of Malfunction Indicator Lamp (MIL)  in the instrument panel.

What Will Kia Do?

Your Kia dealer will update the software programming of the Transmission Control Module (TCM) logic and, if necessary, replace the Intelligent Variable Transmission (IVT) **at NO COST to you.**

What Should You Do?

- Please contact your Kia dealer to schedule an appointment for this update. The time required to service your vehicle can vary, depending on the dealer's work schedule, therefore, we recommend scheduling a service appointment to minimize your inconvenience.
- 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*):



Are You a California Registered Owner?

- The California Air Resources Board requires that emissions related campaigns such as this, be completed prior to annual vehicle registration renewal. Without this repair, you may not be able to complete your vehicle registration and obtain license tags.
- Once this repair has been completed, your Kia dealer will provide a "Proof of Correction Certificate". The California Department of Motor Vehicles (DMV) may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Are You a Registered Owner in Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

- Because your state has adopted the California emissions regulations, your Kia dealer will also provide a "Proof of Correction Certificate" once this repair has been completed. Your states Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission or Department of Licensing may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

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 Voluntary 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.**