



ENGINE CONTROL UNIT (ECU) SOFTWARE UPDATE - KSDS
PRODUCT IMPROVEMENT CAMPAIGN - PI2107

Q & A

November 11, 2021

Q1. What sort of campaign is Kia conducting?

A1. Kia 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 2017-2019 MY Kia Soul vehicles equipped with 2.0-liter Nu GDI engines, manufactured from July 29, 2016 through December 21, 2018.

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?

A4. Kia has instructed its authorized 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 the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the date the vehicle was first put into service whichever occurs first, for both new and used vehicle owners, provided the vehicle has had regular oil change in accordance with the maintenance requirements set forth in the vehicle's Owner's Manual.

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 update take?

A6. The time it takes to perform the update 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 starting on **November 16, 2021**.*

Q8. Where were the vehicles produced?

A8. The affected vehicles were produced at the Kia assembly plant in Korea.

Q9. How many vehicles are included?

A9. Approximately 113,816 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 Time), or contact us via the Owner's Section of www.kia.com.