



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

## Voluntary Emissions Service Campaign

March 28, 2022

Dear Kia Soul Owner:

Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the Engine Oil Filler Cap on certain 2022 MY Kia Soul vehicles.

### Why is Kia conducting this Voluntary Emissions Service Campaign?

- Kia has become aware that the Engine Oil Filler Cap in your vehicle may contain a misprint of the SAE Engine Oil Viscosity Number.

### What Will Kia Do?

- Kia has instructed its authorized Kia Dealers to replace the engine oil filler cap with a new one containing the correct SAE Engine Oil Viscosity Number.

### What Should You Do?

- Having this service update performed will help ensure your vehicle's full protection under the emissions warranty.
- Using oils of any viscosity other than those recommended in your vehicle owner's manual could result in engine damage. It could also be considered a lack of proper maintenance.
- Please contact an authorized Kia dealership to schedule a service appointment. The actual time to replace the engine oil filler cap may be less than an hour. However, 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. Please bring this notice and the replacement label with you to the service appointment.
- To find your nearest dealer, visit [www.kia.com](http://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*).



### Have You Changed Your Address Or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

### **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 Correction 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 Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

### **Are You a Vehicle Lessor?**

- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter via first class mail to the lessee within ten (10) days of receipt.

### **Do You Have Other Questions?**

- Should you have any questions regarding this Emissions 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 Time), or through the owner's section of [www.kia.com](http://www.kia.com).

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department