



**2017-2019 MY SOUL VEHICLES EQUIPPED WITH Nu 2.0L GDI SULEV ENGINES
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC251)**

Q & A

JANUARY 23, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to improve the emission logic in the Electronic Control Module ("ECM") to ensure compliance with emissions regulations.*

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

A2. *Certain 2017-2019 MY Kia Soul vehicles equipped with Nu 2.0L GDI SULEV engines manufactured from July 29, 2016 through December 19, 2018.*

Q3. What is the problem with the ECM programming?

A3. *The affected vehicles may exhibit an issue with carbon monoxide control that could cause the vehicle to release air pollutants which exceed emissions standards.*

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

A4. *All owners of the affected 2017-2019 MY Kia Soul vehicles equipped with Nu 2.0L GDI SULEV engines will be notified of this condition and asked to contact their authorized Kia dealer to have the software update performed on their vehicle.*

Q5. Will this cost owners any money?

A5. *No. It will be free of charge at no cost to the customer 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 **January 25, 2023**.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

Q9. How many vehicles are included?

A9. *Approximately 37,116 Kia Soul vehicles.*

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. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*