



May 31, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to update the battery management system (BMS) software to the latest version on the following vehicles:

- Certain 2015-2017 MY Soul EV vehicles manufactured from July 15, 2014 through June 30, 2017 that had their BMS previously replaced and updated (under SC267), and
- Certain 2018-2019 MY Soul EV vehicles manufactured from July 3, 2017 through September 28, 2018 that only had their BMS software previously updated (under SC267)

Kia is aware that the subject vehicles have battery management systems (BMS) that were either previously replaced and/or updated under NHTSA Recall # 23V218 (Kia's Reference # SC267) to detect abnormal battery cell voltage conditions. After this replacement and/or software update, in certain circumstances, customers may be unable to charge their vehicles beyond 80% capacity. To correct this condition, Kia has recently made improvements to the software and is conducting this Voluntary Service Campaign to have the latest software version installed.

Dealers will update the vehicle's BMS software to the latest version. This campaign will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of May 31, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **June 4, 2024**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures