



**2015-2017 MY SOUL EV VEHICLES - BATTERY MANAGEMENT SYSTEM (BMS) SOFTWARE UPGRADE
VOLUNTARY SERVICE CAMPAIGN (SC310A)**

**Q & A
June 3, 2024**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to update the battery management system (BMS) software to the latest version on certain 2015-2017 MY Soul EV vehicles.

Q2. What vehicles are affected by the service campaign?

A2. Certain 2015-2017 MY Soul EV vehicles, manufactured from July 15, 2014 through July 4, 2017 that had their BMS previously replaced and updated under warranty.

Q3. How many customer vehicles are affected by this service campaign?

A3. Approximately 35 vehicles.

Q4. What is the concern with the battery management system (BMS)?

A4. Kia is aware that the subject vehicles have battery management systems (BMS) that were previously replaced and updated under warranty. After this replacement and 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.

Q5. Can you describe the service campaign fix?

A5. 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.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **June 5, 2024**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q8. Will this cost vehicle owners any money?

A8. No. Kia will perform the campaign free of charge at no cost to the customer.

Q9. Are there any restrictions on an owner's eligibility?

A9. No.

Q10. If a customer has an immediate question, where can they get further information?

A10. 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).