



June 3, 2024

ATTENTION: ALL DEALER PRINCIPALS

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

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.

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.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners beginning on **June 5, 2024**.

What Should You Do?

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.

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 & Service Manager.

Sincerely,

Kia Service Department

Enclosures