



June 20, 2025

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the brake line(s) in certain 2014-2019 MY Soul vehicles, manufactured from July 21, 2013 through December 24, 2018, that were originally sold in or are currently registered in states where heavy amounts of road salt are used. In addition, an anti-corrosion material will be applied to the underbody components for added protection.

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Although it may take many years to develop, brake line corrosion can occur due to a combination of environmental conditions and lack of proper underbody maintenance. Brake line corrosion can occur on vehicles in states where heavy amounts of road salt are used if the materials used for ice/snow removal are not regularly flushed from the underbody of the vehicle. If this condition occurs, customers may experience low brake fluid levels that can result in gradually increasing soft brake pedal feel and/or Brake Fluid Warning Light illumination.

Dealers will inspect and, if necessary, replace the affected brake line(s). Dealers will also apply additional anti-corrosion material to the underbody components. This campaign will be performed **free of charge at no cost to the customer**.

If you have a customer with an applicable vehicle that is not currently registered nor originally sold in one of the high road salt usage states but is requesting the repair, please contact your DPSM for assistance.

The Technical Service Bulletin that provides vehicle 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 **June 20, 2025**.

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 on **June 23, 2025**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this Voluntary Service Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. This Voluntary Service Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

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