



**2014-2019 MY SOUL VEHICLES  
BRAKE LINE CORROSION  
VOLUNTARY SERVICE CAMPAIGN (SC334)**

**Q & A**

**June 20, 2025**

**Q1. What type of campaign is Kia conducting?**

*A1. Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2014-2019 MY Soul vehicles that were originally sold in or are currently registered in states where heavy amounts of road salt are used.*

*The 28 states with high road salt usage: 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.*

**Q2. Why is Kia conducting this service campaign?**

*A2. 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.*

**Q3. Can you describe the service campaign fix?**

*A3. Dealers will inspect and, if necessary, replace the affected brake line(s). Dealers will also apply additional anti-corrosion material to the underbody components.*

**Q4. What vehicles are affected by the service campaign?**

*A4. 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 one of the 28 states with high road salt usage.*

**Q5. How many customer vehicles are affected by this service campaign?**

*A5. Approximately 277,759 vehicles.*

**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 on **June 23, 2025**.*

**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 repair free of charge at no cost to the customer.*

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

*A9. Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the 28 states with high road salt usage.*

*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.*

**Q10. If a customer's vehicle was previously registered in one of the salt belt states but has since moved, will Kia repair their vehicle?**

*A10. These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt belt state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.*

**Q11. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?**

*A11. No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.*

**Q12. If a customer has an immediate question, where can they get further information?**

*A12. 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 <http://customercare.kiausa.com>.*