



Kia Canada Inc.
180 Foster Crescent
Mississauga, ON, L5R 4J5



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November 2023

SAFETY RECALL CAMPAIGN (Interim Letter)

Kia Canada: RC191
Transport Canada: 2023-529

VIN: KNDJT2A65C7475942

Dear Kia Soul Owner:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. Kia Canada Inc. has determined that a defect which relates to motor vehicle safety exists in certain 2011-2013 Kia Soul vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. The defect can result in an engine compartment fire, increasing the risk of injury. Our records indicate that you may own or lease one of the potentially affected vehicles.

This is only an interim notice as we work on obtaining the remedy part. The purpose of this notice is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available so that you can schedule a dealer appointment to have the recall repair performed free of charge at no cost to you. IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.

Details about this safety recall campaign

The Hydraulic Electronic Control Unit (HECU) may experience an electrical short circuit, which can result in an engine compartment fire while driving or parked. An engine compartment fire while parked or driving can increase the risk of injury.

When The Remedy Part is Available, Kia Will Install New Fuse(s) Free of Charge At No Cost To You

When the remedy part is available, Kia dealers will install new fuse(s) to prevent an electrical short circuit condition in the HECU's electrical circuit board. This recall will be performed free of charge at no cost to you.

What should you do in the interim?

- Park your vehicle outdoors and away from other vehicles or structures until you have this recall performed.
- **WARNING:** If you experience illumination of the Malfunction Indicator Lamp ("MIL") , ABS warning light , burning/melting smell, and/or smoke from the engine compartment, pull over to a safe location and turn OFF the engine. Contact Kia Roadside Assistance at 1-866-444-KIA1(5421) to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.
- To find your nearest dealer, visit www.kia.ca
You can also use the QR code below with your mobile device to access this information:



Have you changed your address or sold your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please contact Kia Canada's Customer Experience Department at 1-877-542-2886 (Monday-Friday, 8:30a.m. to 6:30p.m., Eastern Standard Time) or via <https://newcontact.kia.ca/home?loc=en>. Please use the QR code below with your mobile device to access the Kia Canada Consumer Assistance Center information:



What if you have other questions?

Should you require assistance, or have any questions regarding this safety recall campaign, please contact Kia dealer first. Should your dealer not be able to address your concerns, you can contact Kia Canada's Customer Experience Department via <https://newcontact.kia.ca/home?loc=en> or at 1-877-542-2886 (Monday-Friday, 8:30am to 6:30pm., Eastern Standard Time). Please use the QR code below with your mobile device to access the Kia Canada Consumer Assistance Center information:



Is this a leased vehicle?

If you are a lessor of this vehicle, you must forward this notice and any subsequent notice to your lessee within ten working days after the day on which this notice is received.

We regret any inconvenience this situation may have caused you. Thank you for your patience and continued faith in Kia.

Sincerely,

DL LMA