



Kia Motors America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 14V-332)  
This notice applies to your vehicle: (Insert VIN)

July 25, 2014

Dear Kia Soul Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect relating to motor vehicle safety exists in certain 2014 model year Soul vehicles. As a result, Kia is conducting this recall for customers who own 2014 model year Soul vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

### **What Is The Problem?**

There is a possibility that the pinion plug which secures the pinion gear to the steering gear assembly may become loose due to improper application of thread-locking adhesive during assembly. This could result in the pinion gear disengaging from the steering gear assembly, which could cause loss of steering and result in a crash.

### **What Will Kia Do?**

Kia has advised authorized Kia dealers to replace the pinion plug with a new pinion plug containing properly applied thread-locking adhesive. The work will be performed at Kia's expense at no cost to you. The estimated time which will be required to repair your vehicle is approximately 1 hour.

### **What Should You Do?**

Please contact your Kia dealer to arrange for the repair to be conducted as soon as possible.

### **What If You Have Already Paid To Have This Situation Corrected?**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Please contact the Kia Consumer Assistance number listed below for assistance in submitting your claim, or mail your receipts with a cover letter directly to Kia for review and consideration:

**Consumer Assistance Center  
Kia Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

**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 complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

**What If You Are A Vehicle Lessor?**

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What If You Have Other Questions?**

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department