



QUESTIONS AND ANSWERS FOR SAFETY CAMPAIGN (SC047)

2005MY Spectra Steering System

May 17, 2005

Q1. What sort of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety campaign regarding the steering tie rod.*

Q2. What vehicles are affected by the recall?

A2. *All 2005 Kia Spectra's manufactured between February 22, 2005 and March 28, 2005.*

Q3. What is the problem with the Spectra Steering tie rod?

A3. *The metallurgy in the steering tie rod does not meet manufacturing specifications. When subjected to stresses that arise in the normal operation of the vehicle, it is possible that a section of the steering tie rod may crack or fail, impairing steering ability.*

Q4. Can you describe the recall campaign and fix?

A4. *All owners including fleet vehicles identified in (C)(3) have been contacted by phone and advised to discontinue driving the vehicle. Those owners who have not returned their vehicle by the time of the recall will be sent an Owner's Letter informing them of the recall. Kia will make arrangements to tow recalled vehicles to the dealer to have the Steering Rack Assembly replaced, which includes the Tie Rod components. Alternative transportation will be provided to owners of recalled vehicles at no charge.*

Q5. Have there been any deaths, injuries or incidents as a result of this defect?

A5. *No*

Q7. Has Kia had any litigation regarding this defect?

A7. *No*

Q8. How many customer vehicles are affected by this campaign?

A8. *Approximately 368 Kia Spectra vehicles produced between February 22, 2005 and March 28, 2005.*

Q9. How was this problem discovered?

A9. *Kia became aware of this condition during a routine final vehicle inspection at the Hwasang Plant on March 23, 2005.*

Q10. Will this cost Spectra owners any money?

A10. *No. The Steering Rack Assembly will be replaced at no charge.*

Q11. What about customers who may have already paid to have steering rack replaced?

A11. *All of the recalled vehicles are covered by a 5-year/60,000 mile warranty, so no customers should have had to pay for such an upgrade. However, if any customers did have an emergency repair where they could not get to a Kia dealership, Kia will reimburse them for that expense.*

Q12. How long will the repair take?

A12. *The repair will take two to three hours.*

Q13. How will owners of the affected vehicles be notified?

A13. *Any Kia 2005 Spectra Owners with the stated production period that have not had their steering rack replaced will be notified by first-class mail beginning approximately May 20, 2005.*

Q14. Are there any restrictions on an owner's eligibility?

A14. *No*

Q15. Where were the vehicles produced?

A15. *The affected vehicles were produced at Kia's Hwasung plant in South Korea.*

Q16. If a customer has an immediate question, where can they get further information?

A16. *They can call Kia Consumer Affairs at 1-800-333-4542.*