



**KIA MOTORS**

**QUESTIONS AND ANSWERS FOR SAFETY RECALL CAMPAIGN (SC070)**

**2002 Sportage Engine Cooling Fan  
June 4, 2007**

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

A1. *Kia is conducting a Safety Recall Campaign on certain 2002 model year Sportage vehicles produced from May 15, 2001 through October 2, 2002.*

**Q2. Why is Kia conducting this recall?**

A2. *The heat generated by the engine causes stress to the engine cooling fan which is made of polypropylene. This can result in cracking or complete separation of the blades. Separation of the fan blade(s) can create a risk of personal injury.*

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

A3. *The dealer will replace the engine cooling fan blade with a fan made of improved material.*

**Q4. Have there been any deaths, injuries or accidents as a result of this condition?**

A4. *No.*

**Q5. Will this cost Sportage owners any money?**

A5. *No. The replacement of the engine cooling fan blade will be done at no cost.*

**Q6. How long will the replacement take?**

A6. *The repair will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make the vehicle available at the dealership for a longer period of time. Owners are being asked to contact their nearest dealer to schedule an appointment.*

**Q7. How will owners of the affected vehicles be notified?**

A7. *Within a week, Kia will notify owners of the affected vehicles by first-class mail*

**Q8. Are there any restrictions on an owner's eligibility?**

A8. *Yes. This campaign does not apply to any 2002 Sportage vehicles for which the cooling fan has already been replaced under warranty with a fan made of improved material.*

**Q9. Where were the vehicles produced?**

*A9. The affected vehicles were produced at Kia's Hwasung plant in South Korea.*

**Q10. If a customer has an immediate question, where can they get further information?**

*A10. They can contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time).*

**Q11. What if a customer has already incurred expense to have this problem remedied?**

*A11. If a customer has already incurred expense in replacing a cracked or broken cooling fan, they may submit their receipts directly to Kia for consideration of a reimbursement. A cover letter with receipts can be sent to: Consumer Assistance Center, Kia Motors America, Inc., P.O. Box 52410, Irvine, CA 92619-2410.*