



**SC097 - 2006-2008 MY KIA RIO OCCUPANT CLASSIFICATION SYSTEM MAT  
VOLUNTARY SAFETY RECALL CAMPAIGN  
QUESTION AND ANSWER GUIDE**

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

A1. *In cooperation with the National Highway Traffic Safety Administration (NHTSA), Kia is conducting a voluntary safety recall to replace the Occupant Classification System ("OCS") passenger seat sensor mat on some 2006-2008 MY Kia Rio vehicles.*

**Q2. What vehicles are affected by the recall?**

A2. *Some 2006-2008 MY Kia Rio vehicles produced from February 20, 2005 through December 9, 2007.*

**Q3. What is the concern with the OCS sensor mat?**

A3. *There is a possibility that the OCS passenger seat sensor mat may experience fatigue cracking through use over time. If sufficient cracking occurs, the OCS will cease to function, the air bag warning light on the instrument panel will illuminate, and during an impact, the front passenger air bag may deploy even with a child present in the front passenger seat.*

**Q4. Can you describe the recall campaign and fix?**

A4. *All owners of the affected 2006-2008 MY Kia Rio vehicles listed above will be notified to bring their vehicle to a Kia dealership to have the OCS passenger seat sensor mat replaced if the air bag warning light remains illuminated during vehicle operation.*

**Q5. What should I do next?**

A5. *Owners are being asked to contact the nearest Kia dealer to schedule a service appointment, at their earliest convenience, if the air bag warning light remains illuminated during vehicle operation.*

**Q6. What should I do if my air bag warning light is not illuminated during vehicle operation?**

A6. *Keep the recall notice in the vehicle, and if the air bag warning light remains illuminated during vehicle operation at sometime in the future, they should contact their Kia dealership to schedule an appointment to have the recall performed on their vehicle.*

**Q7. Will I eventually get the recall repair performed even if the air bag warning light does not illuminate?**

A7. *Yes. Once sufficient seat mats have been received from the supplier, a further letter will be sent to all owners who have not had the repair conducted so that they may schedule appointments at that time regardless of the air bag illumination status.*

**Q8. Have there been any accidents or injuries as a result of this defect?**

A8. *There have been no injuries reported.*

**Q9. Has Kia had any litigation regarding this defect?**

A9. *No*

**Q10. How many customer vehicles are affected by this campaign?**

A10. *Approximately 72,568 Kia Rio vehicles are affected by this campaign.*

**Q11. How was this problem discovered?**

A11. *Through the review of field information.*

**Q12. Will this cost vehicle owners any money?**

A12. *No. The OCS passenger seat sensor mat will be replaced at no cost to the customer.*

**Q13. What about customers who may have already paid to have the OCS passenger seat sensor mat replaced?**

A13. *If any customers had a repair where they could not get to a Kia dealership and incurred out-of-pocket expenses related to the replacement of the OCS passenger seat sensor mat, they can mail their receipts with a cover letter directly to Kia for review and consideration at the following address:*

Consumer Assistance Center  
Kia Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410

**Q14. How long will the repair take?**

A14. *The estimated time required to do the repair is one hour. However, the actual time can vary depending on the dealer's work schedule. To ensure the most efficient use of your time, scheduling an appointment is highly recommended.*

**Q15. How will owners of the affected vehicles be notified?**

A15. *Kia will be notifying owners of the affected vehicles by first-class mail on July 26, 2012.*

**Q16. Are there any restrictions on an owner's eligibility?**

A16. *No.*

**Q17. Where were the vehicles produced?**

A17. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

**Q18. If a customer has an immediate question, where can they get further information?**

A18. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ [www.kia.com](http://www.kia.com) (Owner's Section).*