



**SC107 - 2014 MY KIA CADENZA
19" NON-CHROME ALUMINUM ALLOY WHEEL FRACTURE
VOLUNTARY SAFETY RECALL CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall on certain 2014 MY Kia Cadenza vehicles to replace the 19" non-chrome aluminum alloy wheels.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2014 MY Kia Cadenza vehicles manufactured from February 1, 2013 through August 27, 2013, equipped with the 19" non-chrome aluminum alloy wheels. The 2014 MY Kia Cadenza vehicles equipped with the 18" non-chrome aluminum alloy wheels and the 19" chrome aluminum alloy wheels are not affected by this recall.*

Q3. How many customer vehicles are affected by this campaign?

Approximately 3,106 vehicles are affected by this campaign.

Q4. What is the concern with the 19" non-chrome aluminum alloy wheels?

A4. *The 19" non-chrome aluminum alloy wheels may experience fracture upon excessive wheel impact, such as against a sufficiently large, deep pothole. Cold weather may exacerbate the likelihood of fracture. Such a fracture could cause the circular rim to separate, disabling the wheel and potentially causing an accident.*

Q5. Can you describe the recall campaign and fix?

A5. *Owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to have the 19" non-chrome aluminum alloy wheels replaced at no cost to the customer.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Owners should contact their Kia dealer to arrange to have the 19" non-chrome aluminum alloy wheels replaced on their vehicle.*

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

A8. *No.*

Q9. Has Kia had any litigation regarding this defect?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The 19" non-chrome aluminum alloy wheels will be replaced at no cost to the customer.*

Q11. What about customers who may have already paid to have the situation corrected?

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please 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
1-800-333-4KIA (4542)**

Q12. How long will the repair take?

A12. *The estimated time required to complete is approximately one hour, however, the actual time can vary depending on the dealer's work schedule, therefore scheduling an appointment is recommended.*

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

A13. *Kia will notify owners of the affected vehicles by first-class mail on June 23, 2014.*

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 assembly plants.*

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

A16. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*