



**SC112 – 2010-2013 MY KIA SOUL WITH SUNROOF
HEADLINER PLATES DETACHMENT
VOLUNTARY SAFETY RECALL CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall on 2010-2013 MY Kia Soul vehicles equipped with a sunroof to apply industrial adhesive strips in order to further secure the headliner plates.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2010-2013MY Kia Soul vehicles manufactured from January 8, 2009 through October 2, 2013, equipped with a sunroof. The 2010-2013 MY Kia Soul vehicles without sunroofs are not affected by this recall.*

Q3. Why are the 2010-2013MY Soul vehicles without sunroofs not included in the recall?

A3. *The 2010-2013MY Soul vehicles without sunroofs have a substantially different headliner configuration than those with sunroofs and thus are not affected by this condition.*

Q4. How many customer vehicles are affected by this campaign?

A4. *Approximately 95,314 vehicles are affected by this campaign.*

Q5. What is the concern with the headliner plates?

A5. *The headliner plates are designed as part of the energy absorbing structure of the headliner. Under certain circumstances, the plates may detach from the headliner upon deployment of the curtain airbag. If this occurs, an occupant may be injured.*

Q6. Can you describe the recall campaign and fix?

A6. *Owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to apply industrial adhesive strips to further secure the headliner plates at no cost to the customer.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

Q8. What should vehicle owners do when they receive the notification?

A8. *Owners should contact their Kia dealer to schedule a service appointment to have the adhesive strips applied to the headliner plates in their vehicle.*

Q9. Have there been any deaths or injuries as a result of this defect?

A9. *There have been no deaths as a result of this condition. There has been one confirmed report of arm laceration and bruising and two unconfirmed reports that alleged minor lacerations as a result of this condition.*

Q10. Has Kia had any litigation regarding this defect?

A10. *No.*

Q11. Will this cost vehicle owners any money?

A11. *No. The application of the adhesive strips to the headliner plates will be done at no cost to the customer.*

Q12. What about customers who may have already paid to have the situation corrected?

A12. *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)**

Q13. How long will the repair take?

A13. *The estimated time required to complete can range from approximately one to two hours. However, the actual time can vary depending on the dealer's work schedule. Therefore scheduling an appointment is recommended.*

Q14. How will owners of the affected vehicles be notified?

A14. *Kia will be notifying owners of the affected vehicles by first-class mail on February 2, 2015.*

Q15. If a customer has an immediate question, where can they get further information?

A15. *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).*