



**SC130 - 2015-2016 MY K900 Headlight Multi-Function Switch
VOLUNTARY SAFETY RECALL CAMPAIGN
Q AND A
May 18, 2016**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall campaign on 2015-2016 MY Kia K900 V8 Luxury vehicles equipped with LED headlights to replace the multi-function switch.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2015-2016 MY Kia K900 V8 Luxury vehicles equipped with LED headlights, manufactured from December 18, 2013 through January 11, 2016.*

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

A3. *Approximately 3,099 vehicles.*

Q4. What is the concern with the LED headlights?

A4. *Use of the headlights in AUTO mode over time may result in increased electrical resistance of the contact points in the multi-function switch. If this occurs, the headlights may flicker and/or intermittently turn off while driving. The interrupted illumination of headlights while driving increases the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to replace the headlight multi-function switch with one that has improved electrical conductivity.*

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 for the repair to be performed.*

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

A8. *No.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The replacement of the headlight multi-function switch will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the headlight multi-function switch replaced?

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 at the following address:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q12. How long will the repair take?

A12. The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, 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 be notifying owners of the affected vehicles by first-class mail on **May 20, 2016**.*

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

A14. No.

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 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).