



**SC131 - 2016 MY OPTIMA DRIVER'S FRONTAL AIRBAG
VOLUNTARY SAFETY RECALL CAMPAIGN**

**Q AND A
April 21, 2016**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall campaign on certain 2016 MY Kia Optima vehicles to replace the Driver's Frontal Airbag Module with a new one.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016 MY Kia Optima vehicles manufactured from November 10, 2015 through February 12, 2016.*

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

A3. *17 vehicles are affected.*

Q4. What is the concern with the Driver's Frontal Airbag?

A4. *A secondary chemical enhancer required for the proper deployment of second-stage frontal airbags was not loaded during the airbag inflator build at the supplier. As a result, the second stage of the driver's front airbag will not deploy. If the vehicle is involved in a crash that triggers the second-stage deployment of the driver frontal airbag, it will not deploy thereby increasing the risk of injury to the driver.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to replace the driver's frontal airbag module with a new one.*

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 driver's frontal airbag module will be at no cost to the customer.*



Q11. How long will the repair take?

A11. *The estimated time required to complete the repair is approximately 1 hour. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

Q12. How will owners of the affected vehicles be notified?

A12. *Kia will be notifying owners of the affected vehicles by telephone on April 22, 2016, and by first-class mail once the National Highway Traffic Safety Administration (NHTSA) approves the customer letter.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *No.*

Q14. If a customer has an immediate question, where can they get further information?

A14. *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).*