



**SC132 - 2013 MY FORTE FRONT SEATBELT ASSEMBLY
VOLUNTARY SAFETY RECALL CAMPAIGN**

**Q AND A
June 27, 2016**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall campaign on certain 2013 MY Kia Forte vehicles to inspect, and if necessary, replace the front seatbelt assemblies.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2013 MY Forte vehicles manufactured from September 10, 2012 through October 31, 2012*

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

A3. *Approximately 5,245 vehicles are involved in this campaign.*

Q4. What is the concern with the Seatbelt Assemblies?

A4. *The Kia Forte vehicle is equipped with driver's and front passenger's pre-tensioner seatbelts. The retractor pre-tensioner is designed to tighten the shoulder belt against the occupant's upper body in certain frontal collisions. The screws holding the retractor's retaining plate in a small number of vehicles may not have been properly tightened due to a machining error in the screw threads. If that occurs, the retractor pre-tensioner plate can break during certain frontal impact collisions, and the metal piece may come in contact with an occupant thereby increasing the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the vehicle's front seatbelt assemblies and replace any assembly that has a bar code that matches the bar code of the potentially affected assemblies.*

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. *There has been one injury reported and no deaths as a result of this condition.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The inspection and replacement of the seatbelt assemblies, if necessary, will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the driver's frontal airbag module 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 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 June 30, 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).*