



**SC133 – 2006-2012 MY SEDONA FRONT LOWER CONTROL ARMS  
VOLUNTARY SAFETY RECALL CAMPAIGN**

**Q & A  
July 21, 2016**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia is conducting a voluntary safety recall campaign to replace the front lower control arms on 2006-2007MY Sedona vehicles that have not had them previously replaced, and to inspect the front lower control arms on 2008-2012 MY Sedona vehicles and either replace them with new ones if necessary, or apply additional anti-corrosion coating.*

**Q2. What vehicles are affected by the recall?**

A2. *Certain 2006-2012 MY Kia Sedona vehicles, manufactured from 6/15/2005 through 8/14/2012, originally sold in and/or currently registered in one of the twenty-eight salt belt states.*

**Q3. What are the twenty-eight salt belt states?**

A3. *The twenty-eight salt belt states are: Alaska, Connecticut, Delaware, District of Columbia, Iowa, Illinois, Indiana, Kansas, Kentucky, Massachusetts, Maryland, Maine, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, Wisconsin, and West Virginia.*

**Q4. Why is the recall limited to these 28 states?**

A4. *These states are known to use heavy road salt on an ongoing basis and such chemicals are a common cause of underbody corrosion. There is no indication this condition occurs in non-salt states.*

**Q5. How many customer vehicles are affected by this recall?**

A6. *97,884.*

**Q7. What is the concern with the front lower control arm?**

A7. *The front lower control arms may break due to corrosion resulting from prolonged exposure to environments where heavy road salt is used. A broken control arm can result in the loss of control of the vehicle, increasing the risk of a crash.*

**Q8. Can you describe the recall campaign and fix?**

A8. *On 2006-2007 MY Sedona vehicles, Kia dealers will replace the front lower control arms, if they have not been previously replaced. On 2008-2012 MY Sedona vehicles, Kia dealers will inspect and either replace the front lower control arms or, if not warranted by existing condition, apply an additional anti-corrosion coating to the front lower control arms.*

**Q9. How was the issue discovered?**

A9. *Through the regular monitoring of field information.*

**Q10. What should vehicle owners do when they receive the notification?**



A10. *Owners should contact their Kia dealer to arrange for the repair to be performed.*

**Q11. Have there been any deaths or injuries as a result of this condition?**

A11. *No.*

**Q12. Has Kia had any litigation regarding this condition?**

A12. *No.*

**Q13. Will this cost vehicle owners any money?**

A13. *No. The inspection, and if necessary, the replacement of the front lower control arms or the application of additional anti-corrosion coating will be at no cost to the customer.*

**Q14. What about customers who may have already paid to have the front lower control arm assembly replaced?**

A14. *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**

**Q15. How long will the repair take?**

A15. *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.*

**Q16. How will owners of the affected vehicles be notified?**

A16. *Kia will be notifying owners of the affected vehicles by first-class mail on **July 25, 2016.***

**Q17. Are there any restrictions on an owner's eligibility?**

A17. *No.*

**Q18. If a customer's vehicle was previously registered in one of the 28 states but has since moved, will Kia inspect and repair their vehicle?**

A18. *These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt state. The customer should be asked to authorize the cost of inspection and the dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.*

**Q19. If a customer has an immediate question, where can they get further information?**



A19. *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](http://www.kia.com) (Owner's Section).*