



**SC134 – 2006-2014 MY SEDONA SECONDARY HOOD LATCH
VOLUNTARY SAFETY RECALL CAMPAIGN**

**Q AND A
July 21, 2016**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall campaign on certain 2006-2014 MY Kia Sedona vehicles to inspect, and if necessary, replace the secondary hood latch.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2006-2014 MY Sedona vehicles manufactured from June 15, 2005 through April 4, 2014.*

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

A3. *Approximately 219,800 vehicles are involved in this campaign.*

Q4. What is the concern with the Secondary Hood Latch?

A4. *The secondary latch on the vehicle's hood could fail to operate properly, thus allowing the hood to swing upwards and interfere with the driver's vision.*

The hood release consists of two latches, a primary and secondary latch. The secondary latch is a safety feature designed to easily latch if any downward force is applied, so that it will prevent the hood from opening, even if the primary latch is not fully engaged. Latch corrosion over time may interfere with the operation of the secondary latch, allowing wind force to rotate the hood upwards when the vehicle is traveling at high speeds, and the primary latch is not engaged. If the hood is rotated upwards, this could significantly interfere with driver visibility of the roadway and other vehicles, thus increasing the risk of a crash. Note, the primary latch is not affected by this condition and will latch the hood in the normal manner, if sufficient downward force is applied.

Q5. Can you describe the recall campaign and fix?

A5. *Kia will inspect, and if necessary, replace the secondary latch at no cost to the customer for parts and labor. Vehicles originally sold in or currently registered in one of the 28 salt states will receive a new secondary latch. The secondary hood latch in vehicles not originally sold in and not currently registered in a salt state will be inspected and replaced if necessary. If replacement is not warranted, the dealer will clean and lubricate the secondary hood latch.*

The 28 salt states are: AK, CT, DC, DE, IA, IL, IN, MA, MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV, KS, KY, NE, ND, SD, and UT.

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 make sure to always apply sufficient downwards force on the hood when closing it to fully engage the primary latch. This is especially important before the current recall repair is conducted.*



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 inspection and replacement of the secondary hood latch, if necessary, will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the secondary hood latch 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 July 25, 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).*