



**SC138 – 2008-2009 MY SPORTAGE HECU CONNECTOR
SAFETY RECALL CAMPAIGN
Q & A**

November 22, 2016

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect, and replace if necessary, the Hydraulic Electronic Control Unit Assembly (HECU) and/or connector cover on certain 2008-2009 MY Kia Sportage vehicles*

Q2. What vehicles are affected by the recall?

A2. *Certain 2008-2009 MY Kia Sportage vehicles, manufactured from 8/9/2007 through 5/13/2009.*

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

A3. *Approximately 71,704 vehicles.*

Q4. What is the concern with the Hydraulic Electronic Control Unit?

A4. *The Hydraulic Electronic Control Unit (HECU) assembly controls the Anti-Lock Braking System (ABS), Electronic Stability Control System (ESC) and Traction Control System (TCS). The HECU connector cover may be improperly sealed which can allow the connector pins to become corroded. Kia Motors and supplier engineers working together have determined that when the HECU connector is exposed to salt water spray, the resulting corrosion can lead to a short circuit in the HECU's circuit board and result in a fire. This fire could then spread into the engine compartment. If an electrical short circuit occurs, the ESC warning light may illuminate.*

NOTE: *The presence of salt water in the HECU does not affect brake performance.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized Kia dealers to inspect the HECU connector pins for corrosion. If no corrosion is identified, dealers will replace the HECU connector cover with a new one. If corrosion is present, dealers will replace the HECU assembly and connector cover with a new one. The work will be performed at Kia's expense at no cost to the customer.*

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 inspection, and, if necessary, the replacement of the HECU connector cover or the complete HECU assembly and connector cover will be at no cost to the customer.

Q11. What about customers who may have already paid to have the Hydraulic Electronic Control Unit Assembly and/or connector cover 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 **November 28, 2016**.

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

A14. No.

Q18. If a customer has an immediate question, where can they get further information?

A18. 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).