



**SC145– 2017 MY KIA NIRO MDPS MOTOR CONNECTOR
SAFETY RECALL CAMPAIGN
Q & A**

April 3, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to replace the Motor Driven Power Steering (MDPS) motor on certain 2017 MY Kia Niro vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2017 MY Kia Niro vehicles, manufactured from 12/23/2016 through 1/11/2017.*

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

A3. *Approximately 135 vehicles.*

Q4. What is the concern with the Motor Driven Power Steering?

A4. *The Motor Driven Power Steering (MDPS) motor connector may have been damaged during assembly at the supplier preventing a proper connection to the electronic control unit. If this condition exists, the Electronic Power Steering (EPS) warning light will illuminate and a subsequent loss of power steering assist may occur. In the event of loss of power steering assist, the steering system will revert to manual steering mode and steering control can be maintained.*

Loss of power steering assist would require higher steering effort, especially at lower speeds, which may increase the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will be instructed to replace the Motor Driven Power Steering (MDPS) motor with a new one. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed March 21, 2016.*

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 MDPS motor will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the Motor Driven Power Steering motor 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; however please contact your dealer for an exact estimate of how long they may need your vehicle.*

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 **April 3, 2017**.*

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).*