



**SC159 – 2018 MY SORENTO SIDE CURTAIN AIRBAG INFLATOR DIFFUSER
SAFETY RECALL CAMPAIGN
Q & A**

December 11, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall to replace the driver and passenger side curtain airbags.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2018 MY Kia Sorento vehicles, manufactured from September 5, 2017 through November 29, 2017.*

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

A3. *Approximately 2,014 vehicles.*

Q4. What is the concern with the Side Curtain Airbags?

A4. *The inflator in the side curtain airbag is equipped with a top hat diffuser. Some diffusers formed improperly during the manufacturing process. In the event of a crash necessitating deployment of the side curtain airbag, the diffuser may detach and could possibly enter the vehicle occupant compartment increasing the risk of injury to vehicle occupants.*

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 driver and passenger side curtain airbags with improved ones. 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. *The supplier identified the issue as a result of testing.*

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 driver and passenger side curtain airbags will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the driver and passenger side curtain airbags 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. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail your documentation 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 replace the driver and passenger side curtain airbag assemblies in the vehicle is approximately 3 to 4 hours. Contact the dealer for an exact estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience.*

Q13. How will owners of the affected vehicles be notified?

A13. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **December 13, 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).*