



**SC163 – 2017 MY NIRO HYDRAULIC CLUTCH ACTUATOR
SAFETY RECALL CAMPAIGN
Q & A**

June 8, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect the Hydraulic Clutch Actuator (HCA) phase caps for oil leaking and contamination in certain 2017 MY Kia Niro HEV vehicles manufactured from November 1, 2016 thru September 11, 2017*


Q2. What vehicles are affected by the recall?

A2. *Certain 2017 MY Niro HEV vehicles produced from November 1, 2016 thru September 11, 2017.*

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

A3. *Approximately 27,029 vehicles are affected by this recall.*

Q4. What is the concern with the Hydraulic Clutch Actuator?

A4. *The Hydraulic Clutch Actuator (HCA) may have a damaged oil seal causing oil to leak and accumulate in the phase cap area of the HCA housing. As a result, an electrical short can occur which may result in thermal damage and illumination of the Hybrid System Warning Light , indicating that there is a malfunction with the hybrid system. This increases the risk of a fire.*

Q5. I own a 2018 MY Kia Niro, manufactured on or before September 11, 2017. Why is my vehicle not included in this safety recall?

A.5 *2018 MY Kia Niro vehicles were produced with the improved parts at the factory, so they are not in the scope of this recall campaign.*

Q6. Can you describe the recall campaign and fix?

A6. *Dealers will inspect the HCA phase caps for oil leaking and contamination. If there is oil leaking and contamination, the HCA assembly will be replaced. If there is no oil leaking and no contamination, new phase caps will be installed with additional sealant for added protection. In some vehicles, the phase caps may have already been replaced during production at the factory.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

Q8. What should vehicle owners do when they receive the notification?

A8. *Owners should immediately contact their Kia dealer to arrange for the repair to be performed.*

Q9. Have there been any deaths or injuries as a result of this condition?

A9. *No.*



Q10. Has Kia had any litigation regarding this condition?

A10. No.

Q11. Will this cost vehicle owners any money?

A11. No. Kia will inspect and, if necessary, replace either the HCA assembly or the phase caps at no cost to you for parts or labor.

Q12. What about customers who may have already paid to have the current HCA Assembly replaced?

A12. If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a cover letter directly to Kia for review and consideration:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q13. How long will the repair take?

A13. The estimated time required to complete the repair is approximately three hours. The actual time, however, can vary depending on the dealer's work schedule. We recommend that you contact the dealer for an exact estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize your convenience).

Q14. How will owners of the affected vehicles be notified?

A14. Kia will be notifying owners of the affected vehicles by first-class mail on **June 15, 2018**.

Q15. Are there any restrictions on an owner's eligibility?

A15. No.

Q16. If a customer has an immediate question, where can they get further information?

A16. 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).