



**SC164 2015-2018 MY SEDONA POWER SLIDING DOOR
SAFETY RECALL CAMPAIGN
Q & A**

June 11, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to reprogram the Power Sliding Door (PSD) Module in some 2015-2018 MY Sedona vehicles, equipped with Power Sliding Doors which contain an automatic stop and reversal feature that is designed to reverse the movement of the door back to open when an obstruction is sensed.*

Q2. What vehicles are affected by the recall?

A2. *Some 2015-2018 MY Sedona vehicles produced from July 21, 2014 through December 6, 2017, equipped with Power Sliding Doors which contain an automatic stop and reversal feature.*

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

A3. *Approximately 106,428 vehicles are affected by this recall.*

Q4. What is the concern with the Power Sliding Door?

A4. *The PSD Module controls the sensor, which is located in the interior door well and detects unexpected changes in movement resistance values while the sliding door closes. The original programming of the PSD Module is set to a threshold level that may not detect certain obstruction types and locations/placements. As a result, the Power Sliding Door may not reverse course in the presence of certain obstructions. If the door closes on an occupant, there is an increased risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will reprogram the PSD Module software logic.*

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 review their vehicle Owner's Manual under Features of your vehicle, Power Sliding Door, Automatic Stop and Reversal: "If the resistance is weak such as an object that is thin or soft, or the door is near latched position, the automatic stop and reversal may not detect the resistance and closing operation will continue."*

WARNING: Never leave children or animals unattended in your vehicle. Children or animals might operate the power sliding door that could result in injury to themselves or others or damage to the vehicle.

In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.



Q8. Have there been any deaths or injuries as a result of this condition?

A8. *There have been no deaths and two injuries.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. Kia will reprogram the Power Sliding Door Module software logic at no cost to you.*

Q11. What about customers who may have already paid to have this issue remedied?

A11. *If you have incurred expense to have this issue remedied 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**

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. 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).*

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 **June 18, 2018**.*

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).*