



**SC165 – AIRBAG CONTROL UNIT
SAFETY RECALL CAMPAIGN
Q & A**

September 26, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign relating to the 2010–2013 MY Forte, 2010-2013 MY Forte Koup, 2011-2013 MY Optima, 2011-2012 MY Optima Hybrid, and 2011-2012 MY Sedona vehicles.*

Q2. What vehicles are affected by the recall?

A2. *All 2011-2012 MY Kia Sedona vehicles produced from March 3, 2010 thru August 14, 2012;
All 2010-2013 MY Kia Forte vehicles produced from February 24, 2009 thru August 31, 2012;
All 2010-2013 MY Kia Forte Koup vehicles produced from June 5, 2009 thru August 31, 2012;
All 2011-2013 MY Kia Optima vehicles produced from August 12, 2010 thru August 31, 2012;
All 2011-2012 MY Kia Optima Hybrid vehicles produced from February 15, 2011 thru August 31, 2012.*

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

A3. *Approximately 507,587 vehicles.*

Q4. What is the condition?

A4. *The airbag control unit ("ACU") detects crash severity and commands deployment of the advanced airbags and seatbelt pretensioners when necessary. The ACU contains a certain application-specific integrated circuit ("ASIC") that may be susceptible to electrical overstress ("EOS") during certain frontal crash events. If the ASIC becomes damaged, the frontal airbags and seatbelt pretensioners may not deploy in certain frontal crashes where deployment may be necessary, thereby increasing the risk of injury.*

Q5. Will this condition affect the side curtain airbags?

A5. *No. The condition is limited to frontal airbags and seat belt pretensioners in certain frontal crash events.*

Q6. Can you describe the recall campaign and fix?

A6. *Kia has advised its authorized dealers to install a wire harness kit between the ACU connector and vehicle harness connector in the vehicle. The work will be performed at Kia's expense at no cost to the customer.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **September 28, 2018**.*

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

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

Q9. How was the issue discovered?

A9. *Through the regular monitoring of field information.*

Q10. Have there been any deaths, injuries or accidents as a result of this condition?

A10. *No.*



Q11. Will this cost vehicle owners any money?

A11. *No. The repair performed to remedy this issue will be at no cost to the customer.*

Q12. What about customers who may have already paid for a repair associated with the condition described in the recall?

A12. *Owners, who have incurred expense to remedy this issue prior to the date of receiving the recall notice, may have the opportunity to obtain reimbursement for that expense. Owners may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their 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**

Q13. How long will the repair take?

A13. *The estimated time required to perform the repair is approximately one (1) hour depending on the dealer's work schedule, therefore we recommend scheduling a service appointment to minimize any inconvenience.*

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).*