



**SC167 – MDPS STEERING COLUMN ASSEMBLY
SAFETY RECALL CAMPAIGN
Q & A**

October 19, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to replace the cowl cross bar assembly on some 2018 MY Sorento vehicles manufactured from June 28, 2017 through July 20, 2017. The defect may allow the steering column to separate from the cowl cross bar causing increased looseness of the steering wheel and possible loss of steering. Loss of steering can increase the risk of a crash.*

Q2. What vehicles are affected by the recall?

A2. *Some 2018 MY Sorento vehicles manufactured from June 28, 2017 through July 20, 2017.*

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

A3. *Approximately ninety-seven (97) vehicles.*

Q4. What is the concern with the Motor Driven Power Steering (MDPS) Steering Column Assembly?

A4. *The bracket that secures the Motor Driven Power Steering (MDPS) steering column assembly to the cowl cross bar was improperly welded due to misalignment of the bracket on the cowl cross bar. As a result, the bracket can detach allowing the steering column to separate from the cowl cross bar causing increased looseness of the steering wheel and possible loss of steering.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has instructed its authorized dealers to replace the cowl cross bar assembly at no cost to the customer*

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. *If you experience a loud clunking noise from the steering column while turning the steering wheel or increased free play or looseness of the steering wheel, please safely park the vehicle and contact Kia Roadside Assistance at 1-800-300-4Kia (4542).*

In the interest of the safety of your passengers, as well as your own safety, even if no noise is present, 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 replace the Cowl Cross Bar Assembly 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 five (5) 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).

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 **October 26, 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).