



SC168 – 2017-2018 MY NIRO HEV POWER RELAY ASSEMBLY (PRA)

SAFETY RECALL CAMPAIGN

Q & A

November 16, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect and replace either the Main Relay or the Power Relay Assembly (PRA) on some 2017-2018 MY Niro (HEV) vehicles manufactured from November 1, 2016 through September 11, 2017. The defect may cause heat damage to the rear seat, increasing the risk of a fire.*

Q2. What vehicles are affected by the recall?

A2. *Some 2017-2018 MY Niro (HEV) vehicles manufactured from November 1, 2016 through September 11, 2017.*

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

A3. *Approximately 27,030 vehicles are included in this campaign.*

Q4. What is the concern with the Power Relay Assembly?

A4. *The Power Relay Assembly (PRA) is located underneath the rear left passenger seat and consists of various components including the Main Relay. Inadequate connection between the main relay contacts can increase electrical resistance, thereby generating heat. If sufficient heat is generated, thermal damage may occur to the rear seat, increasing the risk of a fire.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has instructed its authorized dealers to inspect the Power Relay Assembly for signs of heat damage. If no heat damage is found, the Main Relay will be replaced with a new one. If signs of heat damage exist, the entire Power Relay Assembly will be replaced with a new one 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. *Do NOT install a Child Safety Seat on the rear left passenger seat until the recall has been completed.*

In the interest of the safety of the customer's passengers, as well as the customer's own safety, please immediately contact a 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 or injuries.*



Q9. Has Kia had any litigation regarding this condition?

A9. No.

Q10. Will this cost vehicle owners any money?

A10. No. Kia will perform the recall repair at no cost to the customer.

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

A11. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their 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 (1) hour. The actual time, however, can vary depending on the dealer's work schedule. We recommend that the customer 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 **November 23, 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).*