



**SC170 –2018 MY STINGER FRONT WIRING HARNESS
SAFETY RECALL CAMPAIGN
Q & A**

December 13, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect and, if necessary, replace the front wiring harness on some 2018 MY Stinger vehicles manufactured from July 20, 2017 through June 8, 2018. Damage to the front wiring harness can increase the risk of an electrical short circuit, increasing the risk of a fire.*

Q2. What vehicles are affected by the recall?

A2. *Some 2018 MY Stinger vehicles manufactured from July 20, 2017 through June 8, 2018.*


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

A3. *Approximately 16,011 vehicles are included in this campaign.*

Q4. What is the concern with the Front Wiring Harness?

A4. *The Front Wiring Harness (“harness”) is located in the engine and passenger compartment of the vehicle. The harness can come in contact with a burr on the edge of a hole in the sheet metal of the left fender apron body panel. Such contact can damage the insulation of one or more wires and cause an electrical short circuit, increasing the risk of a fire.*

Q5. What Will Happen If Damage to The Front Wiring Harness Is Detected?

A5. *If damage to the harness is detected, the Malfunction Indicator Lamp (“MIL”)  may be illuminated, and/or the vehicle could be placed in a reduced power and acceleration mode [referred to as “Limp Home Mode”]. In Limp Home Mode, the vehicle can continue to be operated for a **limited time** to permit it to be driven to a safe location. However, the vehicle will have a reduced maximum speed, and it may accelerate very slowly or may not accelerate at all.*

Q6. Can you describe the recall campaign and fix?

A6. *Kia has advised its authorized dealers to inspect the front wiring harness for damage. If no damage is found, the dealer will install a grommet to cover the hole in the left fender apron panel. If wiring damage is found, the front wiring harness will be replaced, and a grommet will be installed to cover the hole in the left fender apron panel. The work will be performed at Kia’s expense at no cost to the customer for parts or labor.*



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. *In the interest of the safety of their passengers, as well as their own safety, the customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted. The estimated time required to inspect your vehicle will be approximately one (1) hour. If the front wiring harness needs to be replaced, additional time will be required.*

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

A9. *There have been no deaths or injuries.*

Q10. Has Kia had any litigation regarding this condition?

A10. *No.*

Q11. Will this cost vehicle owners any money?

A11. *No. Kia will perform the recall repair at no cost to the customer.*

Q12. What about customers who may have already paid to have this issue remedied?

A12. *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**

Q13. How long will the repair take?

A13. *The estimated time required to inspect the vehicle is approximately one (1) hour. If front wiring harness replacement is needed, additional time will be required. 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).

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 **December 20, 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).