



**SC172 – HIGH PRESSURE FUEL PUMP OUTLET INSPECTION
SAFETY RECALL CAMPAIGN EXPANSION
Q & A**

February 8, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia is expanding the scope of its December 19, 2018 SC172 High Pressure Fuel Outlet Inspection Safety Recall Campaign, NHTSA Recall Number 18v907, to include additional vehicles.*

Q2. What additional vehicles are affected by the recall expansion?

A2. *Certain 2014-2017 MY Optima vehicles manufactured from September 9, 2013 through December 22, 2016, 2015-2017 MY Sorento vehicles manufactured from January 6, 2014 through November 23, 2016, and 2014-2018 MY Sportage vehicles manufactured from September 30, 2013 through September 5, 2017, that received an engine replacement under warranty or under the Knock Sensor Detection System (KSDS) Product Improvement Campaign.*

Q3. How many customer vehicles are affected by this campaign expansion?

A3. *Approximately 1,715 Kia Optima, 479 Kia Sorento vehicles, and 1,332 Kia Sportage vehicles are affected by this campaign expansion for a total of approximately 3,526 vehicles.*

Q4. What is the concern with the High Pressure Fuel Pump Outlet?

A4. *The engine replacement previously conducted on the vehicles under the previous SC147 recall, under the KSDS Product Improvement Campaign or under warranty may not have been properly performed by Kia dealers. In some cases, the high pressure fuel pipe may have been damaged, misaligned or improperly torqued during the engine replacement procedure, allowing fuel to leak.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the connections of the high pressure fuel pipe to the fuel pump outlet for fuel leaking. If leaking fuel is detected, the fuel pipe will be replaced and replaced with a properly installed new one.*

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. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to schedule an appointment to have the recall repair conducted.*

NOTE: If the customer detects the smell of fuel inside or near the vehicle, they should stop driving the vehicle and contact Kia's Roadside Assistance to have the vehicle towed to the authorized Kia dealership.



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 the Request for Reimbursement form 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 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 on **February 15, 2019.***

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).*