



**SC177 –2019 MY SEDONA SEAT BELT BUCKLE
SAFETY RECALL CAMPAIGN
Q & A**

April 3, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors has decided that certain 2019 MY Sedona vehicles equipped with an 8-passenger seat configuration may not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection. The non-compliance may prevent the proper use of the seat belt for the second-row middle seat. In the event of a crash, an incorrectly used seat belt increases the risk of injury.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2019 MY Kia Sedona vehicles equipped with an 8-passenger seat configuration manufactured from October 31, 2018 through November 28, 2018.*

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

A3. *Approximately 197 vehicles are included in this campaign.*

Q4. What is the concern with the Seat Belt Buckles?

A4. *The seat belt buckles for the second-row middle seat may have been installed on the wrong side of the seat, thereby preventing proper use of the 3-point seat belt. In the event of a crash, an incorrectly used seat belt increases the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the seat belt buckles for the second-row middle seat. If the buckles were incorrectly installed to the wrong side of the seat, Kia dealers will reinstall them to the correct side of the second-row middle seat. The work will be performed at Kia's expense at no cost to you.*

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 arrange for the recall repair to be conducted.*

NOTE: If the customer notices that the seat belt buckles for the middle seat are not installed on the correct side of the seat in order to be properly used, they should not use that seating position until the recall repair has been performed. (See Section 3 – Seat Belts in your vehicle's Owner's Manual for information on the proper usage of the rear center seat belt system.)

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 inspect and perform necessary repairs will be approximately one (1) hour. However, the vehicle may be needed longer; therefore, 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 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 **April 8, 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).*