



**SC186 – 2006-2010 MY SEDONA AND 2007-2009 MY SORENTO
HYDRAULIC ELECTRONIC CONTROL UNIT (HECU)
SAFETY RECALL CAMPAIGN
Q & A**

April 3, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to install a relay in the vehicle's main junction box on certain 2006-2010 MY Kia Sedona and 2007-2009 MY Kia Sorento vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2006-2010 MY Kia Sedona vehicles manufactured from June 15, 2005 through July 15, 2009, and certain 2007-2009 MY Kia Sorento vehicles manufactured from June 15, 2006 through December 15, 2008.*

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

A3. *Approximately 228,829 vehicles are affected by this recall. (Sedona: 140,446 / Sorento: 88,383)*

Q4. What is the condition?

A4. *The Hydraulic Electronic Control Unit (HECU) assembly controls the Anti-Lock Braking System (ABS), Electronic Stability Control System (ESC) and Traction Control System (TCS) in your vehicle. When the vehicle is in the key OFF position and parked, the HECU remains energized. If moisture enters the HECU, an electrical short circuit could occur even though the vehicle is turned off and parked. An electrical short circuit inside the HECU increases the risk of an engine compartment fire even when the vehicle is turned off, increasing the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will be instructed to install a relay in the vehicle's main junction box at no cost to the vehicle owners.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **April 8, 2020**. The purpose of the letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notification letter when the remedy part becomes available.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Vehicle owners are told to park their vehicle outdoors and away from other vehicles or structures until the recall repair has been performed.*

Upon receipt of the follow-up notification letter, owners are to contact their Kia dealer to arrange for the repair to be performed.

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

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

A9. *No.*



Q10. Will this cost vehicle owners any money?

A10. *No. The installation of the relay will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the HECU replaced?

A11. *If you have incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail your documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:*

**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 actual time required to perform the inspection procedure will take approximately two (2) to three (3) hours. However, their vehicle may be needed longer. Therefore, it is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their dealer for an exact estimate of how long they may need the vehicle.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *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).*