



**SC188 –2011-2012 MY SEDONA - FUEL RAIL  
SAFETY RECALL CAMPAIGN  
Q & A**

**April 10, 2020**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia is conducting a safety recall campaign on all 2011-2012 MY Kia Sedona vehicles.*

**Q2. What vehicles are affected by the recall?**

A2. *All 2011-2012 MY Kia Sedona vehicles manufactured from March 3, 2010 through August 14, 2012.*

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

A3. *Approximately 51,465 vehicles are affected by this recall.*

**Q4. What is the condition?**

A4. *The fuel rail may develop a small heat induced crack from what is believed to be a result of exposure to heat generated within the engine compartment under certain circumstances. If the fuel rail develops a crack, fuel smell and eventually a fuel leak can occur. Leaking fuel increases the risk of a fire, thereby increasing the risk of injury.*

**Q5. Can you describe the recall campaign and fix?**

A5. *Once the remedy part is available, dealers will be instructed to replace the fuel rail with a new one.*

**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 16, 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. *If fuel smell is detected, vehicle owners are advised to contact the closest authorized Kia dealership to have their vehicle towed to the dealer.*

*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 remedy repair will be performed at no cost to the owners.*



**Q11. What about customers who may have already paid to have this situation corrected?**

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](http://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 remedy repair 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](http://www.kia.com) (Owner's Section).*