



**SC192 - 2020 MY KIA SEDONA ALTERNATOR B+TERMINAL NUT  
SAFETY RECALL CAMPAIGN  
Q & A**

**August 6, 2020**

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

A1. *Kia Motors is conducting a recall on some 2020 MY Kia Sedona Vehicles to inspect and, if necessary, properly tighten the Alternator B+ terminal nut.*

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

A2. *Some 2020 MY Kia Sedona vehicles manufactured from August 1, 2019 through April 20, 2020.*

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

A3. *Approximately 5,385 vehicles are affected by this recall.*

**Q4. What is the concern with the Alternator B+ Terminal Nut?**

A4. *The Alternator B+ terminal nut ensures that the electrical connection is maintained between the battery wire harness terminal plate and the Alternator B+ terminal. However, the Alternator B+ terminal nut may not have been properly tightened during assembly. If the terminal nut is not properly tightened, it may loosen over time and come off resulting in electrical arcing at the B+ terminal and possible fire.*

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

A5. *Kia will instruct authorized dealers to dealer to inspect and, if necessary, properly tighten the Alternator B+ terminal nut. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020. The work will be performed at Kia's expense at no cost to the customer.*

**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.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will perform the recall repair at no cost to the customer.*

**Q9. What about customers who may have already paid to have this issue remedied?**

A9. *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](http://www.kia.com) or mail their*



receipts with a copy of the attached 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**

**Q10. How long will the repair take?**

A10. *The estimated time required to perform necessary update 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).*

**Q11. How will owners of the affected vehicles be notified?**

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **August 14, 2020.***

**Q12. Are there any restrictions on an owner's eligibility?**

A12. *No.*

**Q13. If a customer has an immediate question, where can they get further information?**

A13. *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).*