



**SC197 – 2013-2015 MY OPTIMA AND 2014-2015 MY SORENTO HECU/ABS MODULE
SAFETY RECALL CAMPAIGN**

**Q & A
October 12, 2020**

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a safety recall campaign on certain 2013-2015 MY Optima and 2014-2015 MY Sorento vehicles to inspect for leaking brake fluid and, if a leak is detected, replace the Hydraulic Electronic Control Unit (HECU).*

Q2. What vehicles are affected by the recall?

A2. *Certain 2013-2015 MY Optima vehicles produced July 12, 2013 through October 2, 2015; and Certain 2014-2015 MY Sorento vehicles produced June 17, 2013 through December 11, 2014.*

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

A3. *Approximately 440,370 vehicles.*

Q4. What is the concern with the Hydraulic Electronic Control Unit?

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. Brake fluid may leak internally inside the HECU, which, over time, can result in an electrical short. An electrical short in the HECU increases the risk of an engine compartment fire.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the HECU for leaking brake fluid. If brake fluid is leaking, the HECU will be replaced with a 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. *Owners should contact their Kia dealer to arrange for the repair to be performed. In addition, although Kia is unaware of any fire incidents occurring while the vehicle is turned off and parked, out of an abundance of caution, owners should park their vehicle outdoors and away from any other vehicles or structures until the recall repair is performed.*

Q8. Will this cost vehicle owners any money?

A8. *No. The inspection and, if necessary, the replacement of the HECU assembly will be at no cost to the customer.*

Q9. What about customers who may have already paid to have the Hydraulic Electronic Control Unit Assembly?

A9. *Owners who have incurred expense to remedy this issue prior to the date of this notice may*



have the opportunity to obtain reimbursement for that expense by submitting their receipts online to Kia via the Owners section of www.kia.com or mail the receipts with the enclosed 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 complete the repair is approximately 1 to 2 hours. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

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 October 15, 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 (Owner's Section).*