



January 6, 2022

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2020-2021 MY Rio vehicles manufactured from September 29, 2020 through July 1, 2021.

During production of the brake master cylinder, the master cylinder body may have been produced with sharp edges due to improper machining by the supplier. As a result, an oil seal in the master cylinder can become damaged during vehicle operation. A damaged oil seal can impair the vehicle's braking function, such that the driver may experience a spongy brake feel, longer brake pedal travel, and extended stopping distances, thereby increasing the risk of a crash.

Kia dealers will replace the brake master cylinder with a new one.

PARTS INFORMATION: Part supply is limited due to the scope of the campaign. A valid VIN will be required for order entry.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com in the week of **January 6, 2022**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC223** to generate the list.

Kia will start notifying vehicle owners on **January 11, 2022**. Please start performing the repairs immediately on any affected vehicles currently in your inventory. Note that any vehicle owners who have already paid for Brake Master Cylinder repairs related to brake master cylinder concerns can submit a request for reimbursement online via the Owner's Section of www.kia.com.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,
Kia Service Department