



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V447)

This notice applies to your vehicle: (Insert VIN)

June 24, 2021

Dear Kia K5 GT Owner:

**Kia has identified a defect in your vehicle which relates to motor vehicle safety.**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2021-2022 MY Kia K5 vehicles. The defect can cause increased steering effort, increasing the risk of a crash. Our records indicate that you own or lease one of the potentially affected vehicles.

### What Is The Problem?

The control logic for the Rack-Mounted Motor Driven Power Steering (R-MDPS) system lacks a communication fault diagnosis feature. If such communication fault occurs while the vehicle is driven around a curve with Lane Following Assist (LFA) engaged, the MDPS may retain the vehicle's pre-fault steering assist level, even after the vehicle exits the curve. If this occurs, a sudden increase in steering effort can result, increasing the risk of a crash.

Should this condition occur, the driver will receive warnings from the vehicle including an audible alarm, illumination of the master warning light, a warning message "Check Lane Following Assist [LFA] system" and/or the MDPS warning light.

### What Will Kia Do?

Kia has advised its authorized dealers to update the MDPS software logic to a version that recognizes communication faults. This work will be performed at Kia's expense at no cost to you. The estimated time required to perform the update will be approximately 1 to 2 hours. However, your vehicle may be needed longer. We recommend scheduling a service appointment to minimize your inconvenience. Please contact your dealer for an estimate of how long they may need your vehicle for this repair.

### What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your authorized Kia dealer to arrange for the software update to be conducted.
- **Do not activate or use the Lane Following Assist (LFA) function until the software update has been completed.** More information regarding the LFA function and its operation can be found in your vehicle's Owner's Manual.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### What If You Have Already Paid To Have This Situation Corrected?

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 of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

Consumer Assistance Center  
Kia America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

### What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, download a QR Code Reader App. With many devices, you can do this through an app store or marketplace.
- Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code