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

RENOTIFICATION

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V622)
This notice applies to your vehicle: (Insert VIN)

JULY 19, 2023

THIS IS A RENOTIFICATION OF AN EARLIER COMMUNICATION ISSUED ON FEBRUARY 10, 2022, WHICH NOTIFIED ALL OWNERS OF THE AFFECTED 2018-2019 MY KIA 4-DOOR RIO VEHICLES OF A SAFETY RECALL. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE AND THAT THIS RECALL HAS NOT BEEN COMPLETED.

KIA IS REQUESTING THAT YOU CONTACT AN AUTHORIZED KIA DEALERSHIP IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO REPLACE THE TRUNK LATCH ASSEMBLY AT NO COST TO YOU.

IF YOU HAVE ALREADY TAKEN YOUR VEHICLE TO A KIA DEALER AND HAD THIS SAFETY RECALL PERFORMED, PLEASE DISREGARD THIS NOTICE.

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V622)
This notice applies to your vehicle: (Insert VIN)

FOLLOW-UP NOTICE

February 10, 2022

THE REMEDY PART FOR YOUR VEHICLE IS NOW AVAILABLE

Dear Kia Rio Owner:

Kia has identified a defect in your vehicle which relates to a noncompliance with a Federal Motor Vehicle Safety Standard (FMVSS).

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 certain 2018-2019 MY 4-door Rio vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) 401, "Interior Trunk Release". The defect can result in the trunk's interior emergency release to be inoperative. The inability to get out of the trunk increases the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles. This is a follow-up to the notice sent to you in October 2021. **The remedy part is now available to be installed in your vehicle.**

What Is the Problem?

In high-temperature conditions, a thermal crack can develop in the pawl of the trunk latch which can intermittently cause the trunk's interior emergency release to be inoperative. If a person is inside the trunk compartment at the same time the latch pawl cracks, the person may not be able to get out of the trunk. The inability to get out of the trunk increases the risk of injury.

Kia Will Replace the Trunk Latch Assembly At No Cost for Parts Or Labor To You.

Kia will replace the trunk latch assembly with a new one. This work will be performed at Kia's expense at no cost to you. The actual time required to perform this repair will be approximately 1 hour. However, your vehicle may be needed longer. Please contact your authorized Kia dealer for an estimate of how long they may need your vehicle for this repair.

What Should You Do In the Interim?

- **No one should be allowed to occupy the trunk at any time. The trunk is a very dangerous location in the event of a crash.**
- To find your nearest dealer, visit 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 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 App instructions.***

REQUEST FOR REIMBURSEMENT FORM
SC216 -2018-2019 MY RIO (4-DOOR) VEHICLES EMERGENCY TRUNK LATCH RELEASE MECHANISM NONCOMPLIANCE RECALL CAMPAIGN

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 (MyKia>Contact Us or directly at this link:** https://ksupport.kiausa.com/ConsumerAffairs).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

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

Please allow at least sixty (60) days for review and response.

Customer First Name:		Customer Last Name:	
Customer Address:			
Customer City:		State:	Zip:
Phone #:	( ) -	Email:	
Vehicle Identification Number:			
Mileage at Time of Repair:		Date of Repair:	/ /
Amount of Reimbursement Requested	$		

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid **(e.g., copies of cancelled check or credit card receipt)**

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

_____ _____
Signature Print Name