

**SC206 – SPORTAGE AND CADENZA ENGINE COMPARTMENT FIRE
SAFETY RECALL CAMPAIGN
Q & A**

March 22, 2021

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to replace certain fuses in the electrical junction box to prevent an over-current condition in the HECU's electrical circuit.*

Q2. What vehicles are affected by the recall?

A2. *All 2017-2021 MY Sportage vehicles manufactured from December 10, 2015 through October 23, 2020 not equipped with Smart Cruise Control (SCC).*

All 2017-2019 MY Cadenza vehicles manufactured from June 2, 2016 through June 14, 2019 not equipped with Smart Cruise Control (SCC).

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

A3. *Approximately 372,251 Sportage vehicles and 7,680 Cadenza vehicles are affected by this recall.*

Q4. What is the concern with the HECU?

A4. *An engine compartment fire may occur in the area where the Hydraulic Electronic Control Unit (HECU) is located. The electrical circuit within the HECU may experience a short circuit condition that results in excessive current, thereby increasing the risk of an engine compartment fire. The exact cause of electrical short circuit condition within the HECU is unknown.*

Q5. Can you describe the recall campaign fix?

A5. *For all 2017-2021 MY Sportage vehicles manufactured from December 10, 2015 through October 23, 2020 not equipped with Smart Cruise Control (SCC), dealers are to install two 30A fuses instead of 40As if not equipped with the Electronic Parking Brake (EPB) or two 25A fuses instead of 40As if equipped with EPB. In addition, for EPB equipped Sportage vehicles, dealers are also to update the HECU software with a newer version.*

For all 2017-2019 MY Cadenza vehicles manufactured from June 2, 2016 through June 14, 2019 not equipped with Smart Cruise Control (SCC), dealers are to install a new fuse kit which contains a 25A fuse instead of 40A.

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 performed. Also, although Kia is unaware of any fire incidents occurring while the vehicle is turned off and parked, out of an abundance of caution, customers are advised to park their vehicle outdoors and away from any other vehicles or structures until they have the recall repair performed.*

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 or mail their receipts with a cover letter 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 replace the fuses with new ones is approximately one (1) to two (2) hours. However, the vehicle may be needed longer; therefore, it is recommended 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 **April 23, 2021**.*

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).*