

**SC207 – 2021 K5, TELLURIDE AND FORTE OCS/ODS UNIT  
NON-COMPLIANCE SAFETY RECALL CAMPAIGN  
Q & A**

**March 16, 2021**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors is conducting a Non-Compliance Safety Recall to replace the Occupant Classification System (OCS) / Occupant Detection System (ODS) unit on some 2021 MY Kia K5, Telluride and Forte vehicles that do not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208, "Occupant Crash Protection".*

**Q2. What vehicles are affected by the recall?**

A2. *Some 2021 Kia K5 vehicles manufactured from February 3, 2021 through March 4, 2021, Some 2021 Kia Telluride vehicles manufactured from February 16, 2021 through March 3, 2021; and some 2021 Kia Forte vehicles manufactured on February 9, 2021.*

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

A3. *Approximately 142 vehicles are affected by this recall.*

**Q4. What is the concern with the OCS/ODS unit?**

A4. *The OCS/ODS units installed on the subject vehicles were improperly calibrated during production at the supplier, and as a result, do not comply with FMVSS 208. The non-compliance will cause the front passenger airbag to deploy even if a Child Restraint System (CRS) is detected in the front passenger seat. In the event of a crash, the deployment of the front passenger airbag increases the risk of injury to a child in a CRS. When this condition occurs, the "**PASSENGER AIRBAG OFF**" indicator light remains turned off even if the front passenger seat is occupied by a CRS.*

**Q5. Can you describe the recall campaign fix?**

A5. *Kia has advised its authorized dealers to replace the OCS/ODS Unit with a new one. Once installed, the dealer will also initialize/reset the OCS/ODS Unit. The repair work will be performed at Kia's expense at no cost to the customer.*

**Q6. How was the issue discovered?**

A6. *Through the review of vehicle production information.*

**Q7. What should vehicle owners do when they receive the notification?**

A7. *In the interest of the safety of the vehicle owner's passengers, as well as the vehicle owner's own safety, immediately contact a Kia dealer to arrange for the recall repair to be conducted.*

**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](http://www.kia.com) or mail their receipts with a copy of the attached 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 replace the OSC/ODS unit is approximately one hour. 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 on **March 18, 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](http://www.kia.com) (Owner's Section).*