



SC212 - 2013-2015 MY OPTIMA & 2014-2015 MY SORENTO
HYDRAULIC ELECTRONIC CONTROL UNIT (HECU)
SAFETY RECALL CAMPAIGN

Q & A

June 28, 2021

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect and replace, if necessary, the HECU assembly on certain 2013-2015 MY Optima and 2014-2015 MY Sorento vehicles. In addition, a new multi-fuse will be installed.

Q2. What vehicles are affected by the recall?

A2. Certain 2013-2015 MY Kia Optima vehicles manufactured from July 12, 2013 through October 2, 2015 and certain 2014-2015 MY Kia Sorento vehicles manufactured from June 17, 2013 through December 11, 2014 at Kia Georgia.

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

A3. Approximately 156,567 Sorento vehicles and 283,803 Optima vehicles are affected by this recall.

Q4. What is the concern with the Hydraulic Electronic Control Unit (HECU)?

A4. Due to a suspected supplier quality deviation issue, brake fluid may leak internally inside the Hydraulic Electronic Control Unit (HECU) which, over time, can result in an electrical short circuit. An electrical short circuit in the HECU increases the risk of an engine compartment fire while parked or driving. A fire increases the risk of injury.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will inspect the HECU for leaking brake fluid. If brake fluid is leaking, the HECU will be replaced with a new one. In addition, a new multi-fuse will be installed, which contains a 30-ampere fuse instead of a 40-ampere fuse for the HECU circuit, to prevent an over-current condition in the HECU's electrical circuit board and mitigate the risk of a fire caused by an internal electrical short circuit.

Q6. How will owners of the affected vehicles be notified?

A6. Kia will notify owners of the affected vehicles by first class mail beginning on July 2, 2021.

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

A7. Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange for the inspection, and if necessary, HECU replacement to be performed. Owners are to park their vehicles outdoors and away from other vehicles or structures until the recall is performed.

Q8. Should the owner still have this recall completed if the owner already had the recall remedy identified in the 20V159 completed?

A8. Yes. Since the mailing of the owner letter last October 2020, Kia has been working to enhance the HECU's protection against an over-current condition in the HECU's electrical circuit board and mitigate the risk of a fire caused by an internal electrical short circuit. This enhanced remedy (a new multi-fuse) will be installed in the vehicle as part of this recall.

Q9. How was the issue discovered?

A9. Through the regular monitoring of field information.

Q10. Will this cost vehicle owners any money?

A10. No. Kia will perform the recall repair at no cost to the customer.

Q11. What about customers who may have already paid to have this situation corrected?

A11. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

Q12. How long will the repair take?

A12. The actual time required to perform the repair will be approximately 2 to 3 hours. However, the vehicle may be needed longer. It is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)

A13. Are there any restrictions on an owner's eligibility?

A13. No.

Q14. If a customer has an immediate question, where can they get further information?

A14. The customer can contact their local authorized 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 at www.kia.com (Owner's Section).