



**SC223 - 2020-2021 MY RIO VEHICLES BRAKE MASTER CYLINDER
SAFETY RECALL CAMPAIGN**

Q & A

January 6, 2022

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 replace the brake master cylinder on certain 2020-2021 MY Rio vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2020-2021 MY Rio vehicles manufactured from September 29, 2020 through July 1, 2021.

Q3. How many vehicles are affected by this recall?

A3. Approximately 87 vehicles are affected by this recall.

Q4. What is the concern with the brake master cylinder?

A4. During production of the brake master cylinder, the master cylinder body may have been produced with sharp edges due to improper machining by the supplier. As a result, an oil seal in the master cylinder can become damaged during vehicle operation. A damaged oil seal can impair the vehicle's braking function, such that the driver may experience a spongy brake feel, longer brake pedal travel, and extended stopping distances, thereby increasing the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. Kia dealers will replace the brake master cylinder with a new one.

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 **January 11, 2022**.*

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 to have their vehicle inspected and repaired. If owners encounter this condition while driving, they should press the brake pedal quickly and repeatedly to shorten the stopping distance. If this occurs, they should pull over to safe location, not drive their vehicle and contact Kia Roadside Assistance.

Q8. How does the vehicle owner know if the recall condition may be occurring in their vehicle?

A8. The driver may experience a spongy brake feel and/or an extended stopping distance when the brake pedal is depressed.

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 inspection and 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 two (2) to three (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.)*

Q13. 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 Time, or via the internet at www.kia.com (Owner's Section).*