



SC225 - 2020 MY CADENZA VEHICLES  
REAR POWER WINDOWS  
NONCOMPLIANCE RECALL CAMPAIGN

Q & A  
March 2, 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 Noncompliance Recall Campaign to install the rear power windows operation restriction software to the Driver Door Module on certain 2020 MY Cadenza vehicles.*

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

A2. *Certain 2020 MY Cadenza vehicles manufactured from April 1, 2020 through October 15, 2020 with the 'Technology' Trim Package.*

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

A3. *Approximately 451 vehicles.*

**Q4. What is the concern with the rear power windows?**

A4. *The logic that deactivates rear power window operation after the ignition switch is turned off and a front door is opened was not applied to these vehicles. As a result, the rear power windows can be operated by the driver's power window main switch even after the ignition has been turned off and a front door is opened. Due to this condition, the subject vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 118, "Power-Operated Window Systems." The ability to operate the rear power windows after the ignition switch is turned off and a front door is opened increases the risk of injury due to unintentional operation.*

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

A5. *Kia will install rear power windows operation restriction software to the vehicle's Driver Door Module. The installation of the software to the Driver Door Module will restrict the operation of the rear power windows via the driver's power window main switch after the ignition switch is turned off and a front door is opened.*

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

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **March 8, 2022**.*

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

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have their vehicle repaired.*

**Q8. How was the issue discovered?**

A8. *Through the regular monitoring of field information.*

**Q9. Will this cost vehicle owners any money?**

A9. *No. Kia will perform the recall repair at no cost to the customer.*

**Q10. What about customers who may have already paid to have this situation corrected?**

A10. *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](http://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**

**A11. Are there any restrictions on an owner's eligibility?**

A11. *No.*

**Q12. If a customer has an immediate question, where can they get further information?**

A12. *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](http://www.kia.com) (Owner's Section).*