



SC226 - 2017-2019 MY SEDONA, SOUL, SOUL EV, 2017-2018 MY FORTE, 2017 MY FORTE KOUP VEHICLES  
ACU COVER CONTACT SAFETY RECALL CAMPAIGN

Q & A

March 17, 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 remedy a defect that can impair the vehicle's airbag function.*

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

A2. *Certain 2017-2019 MY Sedona vehicles manufactured from July 12, 2016 through January 10, 2019.  
Certain 2017-2019 MY Soul vehicles manufactured from July 25, 2016 through December 24, 2018.  
Certain 2017-2019 MY Soul EV vehicles manufactured from May 18, 2017 through September 28, 2018.  
Certain 2017-2018 MY Forte vehicles manufactured from March 2, 2017 through July 27, 2018.  
All 2017 MY Forte Koup vehicles manufactured on October 4, 2016.*

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

A3. *Total: 410,619 (Sedona: 47,690 / Soul: 253,281 / Soul EV: 953 / Forte: 108,693 / Forte Koup: 2)*

**Q4. What is the concern with the ACU Cover?**

A4. *Due to variances in the manufacturing of the Airbag Control Unit (ACU), contact between the ACU cover and the Electrically Erasable Programmable Read-Only Memory (EEPROM) chip on the ACU's Printed Circuit Board (PCB) may occur and cause damage to the EEPROM's soldering joints resulting in an open circuit. If this condition occurs, the Airbag Warning Light will illuminate with Diagnostic Trouble Code (DTC) B1620 and the vehicle's airbags will not deploy in crashes where deployment is necessary, thereby increasing the risk of injury.*

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

A5. *If the Airbag Warning Light (ABWL) is illuminated and the ABWL is due to the existence of DTC B1620, the dealer will replace the ACU with an improved one. If the ABWL is not illuminated, a software update will be installed to the ACU to ensure deployment of the airbag(s) in the event of a crash that warrants such protection even if the recall condition related to DTC B1620 occurs in the future.*

**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 21, 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 the recall performed on their vehicle.*

**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).*