



**SC232 - 2014-2016 MY CADENZA VEHICLES
FRONT WINDSHIELD GLASS SAFETY RECALL CAMPAIGN
Q & A
May 10, 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 result in loosening of the front windshield glass and in the worst case, windshield separation.*

Q2. What vehicles are affected by the recall?

A2. *All 2014-2016 MY Cadenza vehicles manufactured from February 1, 2013 through January 7, 2016.*

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

A3. *Approximately 30,362 vehicles*

Q4. What is the concern with the windshield?

A4. *Certain sections of the front windshield glass for the subject vehicles may not have sufficient primer resulting in reduced adhesion of the windshield glass to the vehicle body. Although the exact cause of this condition is unknown, it is believed to be due to a deviation in the application of primer to the front windshield glass at the vehicle assembly plant. Insufficient adhesion can result in loosening of the front windshield glass and in the worst case, windshield separation, increasing the risk of a crash and/or injury.*

Q5. Are there any warnings associated with the recall condition?

A5. *Yes, wind noise and/or water leaking from the front windshield.*

Q6. Can you describe the recall campaign and fix?

A6. *Dealers will be instructed to inspect the front windshield glass, and if necessary, the front windshield glass will be removed and reattached with sufficient primer.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will send a letter notifying owners of the affected vehicles by first class mail on **May 13, 2022**.*

Q8. What should vehicle owners do when they receive the notification?

A8. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.*

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**

A12. 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 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).