



**SC235 – 2021-2022 MY RIO AND 2021-2022 MY FORTE VEHICLES LOWER STEERING COLUMN U-JOINT BOLT  
SAFETY RECALL CAMPAIGN**

Q & A

May 19, 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 a loss of steering.*

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

A2. *Certain 2021-2022 MY Rio vehicles manufactured from September 8, 2021 through February 21, 2022.  
Certain 2021-2022 MY Forte vehicles manufactured from May 28, 2021 through March 8, 2022.*

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

A3. *Approximately 30 vehicles (Rio: 6, Forte: 24)*

**Q4. What is the concern with the Lower Steering Column U-Joint Bolt?**

A4. *The lower steering column u-joint bolt in the affected vehicles did not receive proper tightening torque by the supplemental wrench during vehicle assembly. An improperly tightened lower steering column u-joint bolt may loosen over time and, in the worst case scenario, can lead to a detachment of the steering column from the steering rack, resulting in a loss of steering control. A loss of steering control increases the risk of a crash.*

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

A5. *Dealers will be instructed to tighten the lower steering column u-joint bolt to the correct specification.*

**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 on **May 27, 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).*