



**SC236 - 2022 MY EV6 VEHICLES SHIFTER CONTROL UNIT
SAFETY RECALL CAMPAIGN
Q & A
May 16, 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 vehicle rollaway.

Q2. What vehicles are affected by the recall?

A2. Certain 2022 MY EV6 vehicles manufactured from November 17, 2021 through April 7, 2022.

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

A3. Approximately 9,014 vehicles

Q4. What is the concern with the Shifter Control Unit?

A4. The subject vehicles are equipped with a shift-by-wire system that contains a Shifter Control Unit (SCU) and a parking pawl actuator motor. If a voltage fluctuation occurs when the vehicle is off and in the parked position, the command signal from the SCU to the parking pawl actuator may be affected, resulting in the temporary disengagement of the parking mechanism and potential vehicle rollaway. Vehicle rollaway increases the risk of a crash and/or injuries.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will be instructed update the Shifter Control Unit (SCU) software to prevent any temporary disengagement of the parking mechanism.

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 25, 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 information received from Kia Corporation.

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 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 (Owner's Section).