



**2023 MY SPORTAGE VEHICLES
SIDE CURTAIN AIRBAG - SAFETY RECALL CAMPAIGN (SC257)**

Q & A

December 1, 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 address a condition involving the side curtain airbag(s).

Q2. What vehicles are affected by the recall?

A2. Certain 2023 MY Sportage vehicles manufactured at a Kia assembly plant in the U.S. from January 12, 2022 to November 17, 2022.

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

A3. Approximately 76,918 vehicles.

Q4. What is the concern with the side curtain airbag?

A4. The side curtain airbag(s) may have been assembled with a twisted condition during vehicle production. As a result, the side curtain airbag(s) may not deploy properly in a crash sufficient to warrant such a deployment. An improper deployment of the side curtain airbag(s) increases the risk of injury in a crash.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will inspect the assembled condition of the side curtain airbags and, if necessary, reinstall the side curtain airbag(s) correctly.

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 **December 28, 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. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in the U.S.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge 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:

**Kia Customer Care 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 Customer Care 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).