



2016-2017 MY RIO, 2016-2018 MY OPTIMA, 2017-2018 MY OPTIMA HEV & 2017-2018 MY OPTIMA PHEV VEHICLES
EMERGENCY TRUNK LATCH RELEASE LEVER
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC278)

Q & A

October 16, 2023

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 Noncompliance Safety Recall Campaign to address a condition involving the emergency trunk latch release lever.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016-2017 MY Rio Sedan vehicles manufactured from March 3, 2015 through March 31, 2017, Certain 2016-2018 MY Optima vehicles manufactured from August 28, 2015 through March 6, 2018, Certain 2017-2018 MY Optima Hybrid vehicles manufactured from June 27, 2016 through November 21, 2017, and Certain 2017-2018 MY Optima Plug-in Hybrid vehicles manufactured from August 25, 2016 through November 22, 2017.*

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

A3. *Approximately 319,436 vehicles*

Q4. What is the concern with the Emergency Trunk Latch Release Lever?

A4. *A crack can develop in the pawl of the trunk latch base subassembly which can intermittently cause the trunk's interior emergency release lever to be inoperative. As a result, the subject vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 401, §S4.3(a), "Internal Trunk Release". In the rare event that a person is inside the trunk compartment at the same time the latch pawl cracks, the person may not be able exit the trunk, thereby increasing the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will replace the trunk latch base subassembly with a new one.*

Q6. How will owners of the affected vehicles be notified?

A6. *All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on October 19, 2023.***

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 campaign performed on their vehicle free of charge at no cost to them.*

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at Kia assembly plants in the U.S. and South Korea.

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.

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. 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).