



**MULTIPLE MODEL YEAR/MODEL VEHICLES - HYDRAULIC ELECTRONIC CONTROL UNIT (HECU)
SAFETY RECALL CAMPAIGN (SC284)**

Q & A - INTERIM NOTICE

November 10, 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 Safety Recall Campaign to address a condition involving the Hydraulic Electronic Control Unit (HECU).*

Q2. What vehicles are affected by the recall?

A2. *Certain vehicles in the table below equipped with Electronic Stability Control:*

AFFECTED MODELS	PRODUCTION DATES
2011-2014 MY Sorento	March 3, 2010 through June 14, 2013
2012-2013 MY Optima - U.S.	August 12, 2011 through July 11, 2013
2011-2015 MY Optima - Korea	August 12, 2010 through July 23, 2015
2014-2016 MY Cadenza	February 1, 2013 through January 7, 2016
2010-2013 MY Forte/Forte Koup	August 18, 2010 through March 22, 2013
2015-2018 MY K900	December 18, 2013 through October 30, 2017
2011-2013 MY Optima Hybrid	February 15, 2011 through December 12, 2013
2012-2017 MY Rio	June 21, 2011 through March 31, 2017
2010-2011 MY Rondo	September 19, 2009 through February 9, 2011
2011-2013 MY Soul	June 9, 2010 through October 2, 2013
2010-2013 MY Sportage	May 26, 2009 through October 7, 2013
2010-2019 MY Borrego (US Territories Only)	November 27, 2009 through June 14, 2018

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

A3. *Approximately 1,730,018 vehicles -*

<i>Sorento - 397,163 units</i>	<i>Optima Hybrid - 32,891 units</i>
<i>Optima (Kia Georgia) - 234,629 units</i>	<i>Rio - 207,746 units</i>
<i>Optima (Hwasung) - 148,753 units</i>	<i>Rondo - 1,596 units in US/US Territories</i>
<i>Cadenza - 30,362 units</i>	<i>Soul - 349,309 units</i>
<i>Forte/Forte Koup - 179,051 units</i>	<i>Sportage - 143,615 units</i>
<i>K900 - 5,015 units</i>	<i>Borrego - 62 units in US Territories</i>

Q4. What is the concern with the Hydraulic Electronic Control Unit (HECU)?

A4. *An engine compartment fire may occur in the area where the Hydraulic Electronic Control Unit (HECU) is located. It is believed that over time, the HECU experiences an electrical short circuit condition that results in excessive current, thereby increasing the risk of an engine compartment fire while driving or parked. However, the exact cause of the electrical short circuit remains unknown. A fire increases the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *When the remedy parts become available for respective models listed above, dealers will install new fuse(s) to prevent an overcurrent condition in the HECU's electrical circuit board. As a precautionary measure, customers will be instructed to park their vehicles outside and away from structures until the recall remedy is performed. Customers may experience illumination of MIL, ABS warning light, burning/melting smell, and/or smoke from the engine compartment. If this occurs, the customer should have their vehicle towed to the nearest dealership immediately.*

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

A6. *Beginning on **November 14, 2023** and continuing through **November 23, 2023**, affected vehicle owners will be sent an interim letter by first class mail advising them of the Safety Recall Campaign. When the remedy parts become*

available for respective models, a follow-up notification will be sent to owners with instructions to bring their vehicles to an authorized Kia Dealer to have the recall performed on their vehicles free of charge at no cost to them.

Q7. What should vehicle owners do when they receive the notification?

A7. The interim letter is to advise owners of the status of the recall and remedy. Upon receipt of the follow-up notice, 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 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).