



**2009-2014 MY BORREGO VEHICLES - HEADLINER PLATES
SAFETY RECALL CAMPAIGN (SC286)**

Q & A

November 27, 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 headliner plates.*

Q2. What vehicles are affected by the recall?

A2. *All 2009 MY Borrego vehicles manufactured from May 2, 2008 through January 20, 2009 and All 2010-2014 MY Borrego vehicles manufactured from October 20, 2009 through May 14, 2013 sold in the U.S. Territories.*

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

A3. *Approximately 22,768 vehicles (US & US territories combined).*

Q4. What is the concern with the Headliner Plates?

A4. *Insufficient adhesive may have been applied to secure the headliner plates to the headliner. As a result, under certain circumstances, the headliner plate(s) may detach from the headliner upon deployment of the side curtain airbags thereby increasing the risk of injury to vehicle occupants. If the headliner plate(s) become detached upon deployment of the side curtain airbags, an occupant may be injured.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will be instructed to add industrial-grade adhesive tape over the left and right headliner plates to further secure the plates to the headliner.*

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 November 30, 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 a Kia assembly plant in 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).