



**2023 MY SPORTAGE VEHICLES - BRAKE BOOSTER  
SAFETY RECALL CAMPAIGN (SC272)**

**Q & A**

**June 12, 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 brake booster.*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2023 MY Sportage vehicles manufactured from January 12, 2022 to February 15, 2023.*

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

*A3. Approximately 98,944 vehicles*

**Q4. What is the concern with the Brake Booster?**

*A4. The brake booster diaphragm may become misaligned resulting in an internal vacuum leak. An internal vacuum leak can cause loss of brake assist. A loss of brake assist can result in hard pedal feel and increased effort during pedal application thereby increasing stopping distances. A loss of brake assist also increases the risk of a crash.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Kia dealers will inspect the brake booster and if necessary, replace it 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 July 21, 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 Sportage 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.*

**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](http://www.kia.com) (Owner's Section).*