



**2024 MY SPORTAGE VEHICLES - MOTOR-DRIVEN POWER STEERING (MDPS) POWER PACK  
SAFETY RECALL CAMPAIGN (SC319)**

**Q & A**

**June 12, 2024**

**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 regarding the Motor-Driven Power Steering (MDPS) power pack.*

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

*A2. Certain 2024 MY Sportage vehicles manufactured from April 30, 2024 through May 3, 2024.*

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

*A3. Approximately 1,075 vehicles.*

**Q4. What is the concern with the MDPS power pack?**

*A4. During manufacturing by the supplier, the Printed Circuit Board (PCB) in the MDPS power pack may have been manufactured with contaminated flux. A contaminated PCB can result in an electrical short circuit. If this occurs, the MDPS power pack may become inoperative, resulting in a loss of power steering assist. A loss of power steering assist requires higher steering effort by the driver, especially at low speeds, which increases the risk of a crash. Customers may experience illumination of the Electric Power Steering (EPS) Warning light.*

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

*A5. Kia dealers will replace the MDPS power pack 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 August 6, 2024**.*

**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 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. 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).*