



**SC109 – 2015MY SEDONA
BCM LOGIC REPROGRAMMING
VOLUNTARY SERVICE CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary Service Campaign on the 2015 MY Sedona vehicles with the EX, SX and SXL (Limited) trim packages to reprogram the Body Control Module (“BCM”) logic for the automatic door lock feature.*

Q2. What vehicles are affected by this campaign?

A2. *The 2015 MY Kia Sedona with the EX, SX and SXL (Limited) trim packages only, manufactured from July 21, 2014 through November 20, 2014, are included in this service campaign.*

Q3. Does the service campaign affect the 2015 MY Kia Sedona with L and LX trim packages?

A3. *No. Only the indicated trim packages are included.*

Q4. How many customer vehicles are affected by this campaign?

A4. *Approximately 5,539 Kia Sedona vehicles are affected by this campaign.*

Q5. What is the issue with the Body Control Module logic?

A5. *The 2015 MY Sedona is equipped with an automatic door lock feature which activates the door locks when the shifter is moved from Park (P) to Reverse (R), Neutral (N) or Drive (D). The indicated trim packages were given an additional driver-programmable option which allows a driver to disable the automatic door lock feature, which can create uncertainty for other drivers of the vehicle as to whether the doors are locked or unlocked as they start driving. To ensure that all drivers have certainty that the vehicle doors are locked, Kia is improving the system logic so that all door locks are activated when the shifter is moved out of Park (P).*

Q6. Can you describe the campaign and fix?

A6. *Owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to have the BCM reprogrammed, new information added to the Owner's Manual, and receive a replacement Features and Functions Guide.*

Q7. How was the issue identified?

A7. *Kia focuses on all issues related to the functioning of new vehicles, including when they first get into the field. When the option to disable the automatic door lock feature was further evaluated, Kia decided to revise the system logic to ensure that all drivers have certainty that the doors are locked when the shifter is moved out of Park (P).*

Q8. What should vehicle owners do when they receive the notification?

A8. *Owners should contact their Kia dealer to arrange to have the BCM logic reprogrammed in their vehicle.*

Q9. Have there been any deaths or injuries as a result of this issue?

A9. *No.*

Q10. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?

A10. *No. Kia performs a Service Campaign when no risk to highway safety has been identified and thus is not a Safety Recall Campaign.*

Q11. Has Kia had any litigation regarding this issue?

A11. *No.*

Q12. Will this cost vehicle owners any money?

A12. *No. The reprogramming of the BCM logic, changes to the vehicle owner's manual, and a replacement Features and Functions Guide will be done at no cost to the customer.*

Q13. How long will the repair take?

A13. *The estimated time required to complete is approximately one hour. However, the actual time can vary depending on the dealer's work schedule; therefore scheduling an appointment is recommended.*

Q14. How will owners of the affected vehicles be notified?

A14. *Kia will be notifying owners of the affected vehicles by first-class mail on December 17, 2014.*

Q15. Are there any restrictions on an owner's eligibility?

A15. *No.*

Q16. If a customer has an immediate question, where can they get further information?

A16. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*