



**QUESTIONS AND ANSWERS FOR VOLUNTARY SERVICE CAMPAIGN – SC120 -
2015 MY SEDONA EX, SX, SXL, AND CERTAIN LX MODEL VEHICLES
POWER SLIDING DOOR RELEASE ACTUATORS
VOLUNTARY SERVICE CAMPAIGN**

May 20, 2015

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the drum gear in the power sliding door release actuators to improve the functionality of the power sliding doors in certain 2015 MY Sedona vehicles*

Q2. Why is Kia conducting this service campaign?

A2. *Severe weather conditions involving temperatures of 14°F or lower could prevent the drum gear in the release actuator of the power sliding doors from releasing, thus inhibiting latching. If this occurred, the sliding door would typically be pushed slightly open, and the open door indicators including chimes, dashboard telltales, and dome lights would activate. Additional sound and visual messages would be received as the vehicle starts to be driven away.*

Q3. What vehicles are affected by this service campaign?

A3. *The 2015 MY Sedona EX, SX, SXL, and certain LX model vehicles manufactured from July 21, 2014 through September 5, 2014.*

Q4. How many vehicles are included?

A4. *Approximately 2,998 vehicles are affected by this campaign.*

Q5. How was this problem discovered?

A5. *This issue was discovered through the monitoring of field data and supported by Kia engineering evaluations.*

Q6. What should vehicle owners do when they receive the notification?

A6. *Owners are asked to contact the nearest Kia dealer to schedule an appointment to have the improved drum gears in the release actuators of the power sliding doors installed in their vehicle.*

Q7. Have there been any deaths or injuries as a result of this issue?

A07. *No.*

Q8. Have there been any accidents as a result of this issue?

A08. *No.*

Q09. Has Kia had any litigation regarding this issue?

A09. *No.*

Q10. Will the customer need to pay for this repair?

A10. *No. The drum gear in the power sliding door release actuators will be replaced at no cost to the customer.*

Q11. How long will the repair take?

A11. *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.*

Q12. How will owners of the affected vehicles be notified?

A12. *Kia will be notifying owners of the affected vehicles by first-class mail on **May 27, 2015**.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *No.*

Q14. 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?

A14. *No. Kia performs a Service Campaign only when no risk to highway safety has been identified and it is thus not a Safety Recall Campaign.*

Q15. If a customer has an immediate question, where can they get further information?

A15. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*