



QUESTIONS AND ANSWERS

SC156 – SEATBELT ANCHOR PRETENSIONER COVER LABEL VOLUNTARY SERVICE CAMPAIGN

November 14, 2017

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to affix a warning label to the seatbelt anchor pretensioner covers on all 2015-2017 MY Kia K900 vehicles, manufactured from December 18, 2013 through May 18, 2017. The front seatbelt assemblies are locked to the seatbelt anchor pretensioner. During a collision repair or other repair involving either of these components, the Kia service procedure for connecting these components must be followed. If the Kia procedure is not followed, there is a chance that the connection would not be fully locked. To provide a clear understanding of the locked position of this connection, Kia dealers are being instructed to affix a warning label to the seatbelt anchor pretensioner cover at no cost to the customer.*

Q2. What vehicles are affected by this service campaign?

A2. *All 2015-2017 MY Kia K900 vehicles, manufactured from December 18, 2013 through May 18, 2017.*

Q3. What is the issue with the seatbelt anchor pretensioner covers?

A3. *There is no issue with the seatbelt anchor pretensioner covers themselves. The front seatbelt assemblies are locked to the seatbelt anchor pretensioner. During a collision repair or other repair involving either of these components, the Kia service procedure for connecting these components must be followed. If the Kia procedure is not followed, there is a chance that the connection would not be fully locked.*

Q4. Can you describe the service campaign and fix?

A4. *Kia is providing warning labels to be affixed on the cover of both front seatbelt anchor pretensioner showing the procedure for connecting the seatbelt assemblies to the seatbelt anchor pretensioner.*

A5. Have there been any deaths or injuries as a result of this issue?

A5. *No*

Q6. Has Kia had any litigation regarding this issue?

A6. *No*

Q7. Will this cost vehicle owners any money?

A7. *No. It will not cost the customer any money to have the service campaign performed.*

Q8. How long will the repair take?

A8. *The time it takes to affix the labels can vary depending upon the dealer's work schedule; therefore scheduling an appointment is recommended.*

Q9. How will owners of the affected vehicles be notified?

A9. *Kia will be notifying owners of the affected vehicles by first-class mail on November 16, 2017.*

Q10. Where were the vehicles produced?

A10. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q11. How many vehicles are included?

A11. *Approximately 5,481 vehicles.*

Q12. Are there any restrictions on an owner's eligibility?

A12. *No.*

Q13. If a customer has an immediate question, where can they get further information?

A13. *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.*