



QUESTIONS AND ANSWERS

2005–2007 MY KIA SPORTAGE FUEL TANK STRAPS PRODUCT IMPROVEMENT CAMPAIGN – PI1801

March 26, 2018

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Product Improvement Campaign to replace the metal fuel tank straps on certain 2005-2007 MY Kia Sportage vehicles.*

Q2. What vehicles are affected by this campaign?

A2. *Certain 2005-2007 MY Sportage vehicles produced from May 27, 2004 through April 25, 2007.*

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. *Kia has decided to conduct a Product Improvement Campaign to increase the long term durability of the fuel tank straps.*

Q4. Can you describe the Product Improvement Campaign and fix?

A4. *Kia has instructed its authorized Kia dealers to replace the metal fuel tank straps with new improved ones.*

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 Product Improvement Campaign performed.*

Q8. How long will the repair take?

A8. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, 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 beginning on April 2, 2018.*

Q10. Where were the vehicles produced?

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

Q11. How many vehicles are included?

A11. *Approximately 101,429 vehicles are included in this campaign.*

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.*