



**SC166 2018 MY STINGER YELLOW PAINT  
VOLUNTARY SERVICE CAMPAIGN  
Q & A**

**July 19, 2018**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia is conducting a voluntary service campaign to repaint certain areas of the 2018 MY Stinger Sunset Yellow vehicles.*

**Q2. What vehicles are affected by the voluntary service campaign?**

A2. *All 2018 MY Stinger vehicles that are Sunset Yellow color. No other colors of 2018 MY Stinger vehicles are affected.*

**Q3. How many customer vehicles are affected by this voluntary service campaign?**

A3. *Approximately 400 vehicles are affected.*

**Q4. What is the concern with the Sunset Yellow 2018 Stinger vehicles?**

A4. *An error occurred during the factory paint process affecting paint adherence that may result in some paint chipping on certain affected areas. The affected areas include the exterior metal panels such as the hood, doors, windshield pillars and deck lid.*

**Q5. Can you describe the voluntary service campaign and fix?**

A5. *All retail owners of the subject vehicles will be notified by first class mail in July 2018 with instructions to bring their vehicles to a Kia dealer. Dealers will be instructed to arrange for the repaint of affected areas of the vehicle by paint professionals in accordance with Kia specifications (exterior metal panels such as hood, doors, windshield pillars, deck lid).*

*In addition, for customer satisfaction purposes, Kia will offer customers a financial goodwill gesture of five thousand dollars (\$5,000) due to customer inconvenience when completing this campaign repair.*

**Q6. How was the issue discovered?**

A6. *The issue was discovered through the regular monitoring of field information.*

**Q7. What should vehicle owners do when they receive the notification?**

A7. *Owners should schedule a service appointment to have the campaign repair conducted. Consumer Assistance Representatives are available to assist with appointment scheduling and vehicle transport.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will repaint affected vehicles at no cost to customers.*



**Q9. How long will the repair take?**

A9. *Actual repair times may vary depending upon body shop schedules; alternate transportation will be provided for the duration of the repairs.*

**Q10. Will these paint repairs affect the vehicle's paint warranty?**

A10. *No. There will be no changes to the existing 3 years or 36,000 mile paint warranty (whichever comes first) as outlined in the 2018 Warranty and Consumer Informational Manual that came with the vehicle.*

**Q11. Can the vehicle be repainted a different color other than Sunset Yellow?**

A11. *No. The vehicles included in this campaign SC166 can only be repainted their original Sunset Yellow color.*

**Q12. What options are available if the customer is not satisfied with the vehicle repaint?**

A12. *If a customer is not satisfied with the vehicle repaint, two additional options are available to customers:*

- *Vehicle replacement with an equivalent model of a different color at no cost to the customer, subject to lienholder approval, if any (as this was a limited edition, no other new yellow Stinger vehicles are available); or*
- *Vehicle repurchase*

*Customers are being asked to notify their Consumer Affairs Representative if they would like more details of either of these options. Customers will have up to thirty (30) days following completion of the campaign repairs to notify Kia Motors of their decision. These two additional options are only available until December 1, 2018.*

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

A13. *No. Every vehicle included in this voluntary service campaign SC166 is eligible for repaint.*



**Q14. If a customer has an immediate question, where can they get further information?**

A14. Contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5 AM to 6 PM, Pacific Standard Time). Alternatively, since a case has already been established for each customer receiving a notification (see case number at the top of the notification letter), customers may also communicate with the Kia Consumer Assistance Center online by visiting:

- <https://ksupport.kiausa.com/ConsumerAffairs>
- Select the option to "Add Note or Attachment to Existing Case"
- Enter Case Number, Last Name and Email Address and Click "Validate"
- Add Notes in the Notes box (you can even add attachments if desired) and Click "Update Message"

*Customers will receive a confirmation email when their case has been successfully updated and a Consumer Assistance Center representative will be notified of the message and will respond accordingly.*