



**SC173 – FRONT SEATBACK FRAME REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN
Q & A**

February 1, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the front driver and/or passenger seatback frames in certain 2019 Kia Optima vehicles.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2019 MY Kia Optima vehicles, manufactured from December 13, 2018 through January 2, 2019.*

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

A3. *Approximately 921 vehicles are affected by this service campaign.*

Q4. What is the concern with the Front Seatback Frame?

A4. *The upper side member connection area on one side of the front seatback frame may have been improperly welded and may detach as a result. If the weld detaches, the driver or front seat passenger may hear a noise coming from the area and/or may experience slight discomfort when seated.*

Q5. Can you describe the service campaign and fix?

A5. *Kia has advised its authorized dealers to replace the seatback frame(s) with new one(s).*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

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

A7. *Owners are to contact their Kia dealer to schedule an appointment to have the repair conducted.*

Q8. Have there been any deaths or injuries as a result of this condition?

A8. *There have been no deaths or injuries.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. Kia will perform the repair at no cost to the customer.*

Q11. How long will the repair take?

A11. *The time required to complete the repair can vary depending on the dealer's schedule. However, the estimated time required to perform the repair will be approximately 2~3 hours.*

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 **February 6, 2019**.*

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



A13. No.

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

A14. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).*