



**Kia Motors America, Inc.**

**Corporate Headquarters**

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## **VOLUNTARY SERVICE CAMPAIGN**


April 29, 2021

Dear Kia Stinger Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to inspect and replace the supplemental brake vacuum pump's rotor and vane in certain 2018 MY Stinger vehicles.

### **What Is The Problem?**

When the engine has not reached the normal operating temperature, particularly right after being turned on after an overnight parking, repeatedly and quickly applying the brakes can damage the rotor in the supplemental brake vacuum pump in your vehicle. If the supplemental brake vacuum pump's rotor is damaged, you may experience

the Brake Warning Light  illuminated in the instrument panel, and/or the brake pedal may feel hard to press. (**Note:** This condition does not affect the proper functioning of your brakes while driving.)

### **What Will Kia Do?**

Your Kia dealer will inspect and replace the supplemental brake vacuum pump's rotor and vane with improved ones at no cost to you.

### **What Should You Do?**

- **Observe the system check in the instrument panel whenever you turn the engine on. The system check will activate warning lights for several seconds, and then they should turn off.**
  - If the Brake Warning Light remains on after the system check, stop driving and contact Kia Roadside Assistance at 1-800-333-4Kia(4542) to request that your vehicle be towed to the nearest Kia dealership to have this service campaign performed on your vehicle.
  - If the Brake Warning Light turns off after the system check, contact your Kia dealership at your earliest convenience to arrange for an appointment to have this service campaign performed on your vehicle. The time required to complete the repair can vary depending on the dealer's work schedule. A service appointment is an important way of minimizing your inconvenience.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### **Have You Changed Your Address or Sold Your Kia?**

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

### **What If You Have Other Questions?**

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of [www.kia.com](http://www.kia.com).

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

**QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace. **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**