



QUESTIONS AND ANSWERS

SC204 – 2018 MY STINGER BRAKE VACUUM PUMP ROTOR AND VANE REPLACEMENT VOLUNTARY SERVICE CAMPAIGN

April 27, 2021


Q1. What sort of campaign is Kia conducting?

A1. *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.*

Q2. What vehicles are affected by this service campaign?

A2. *Certain 2018 MY Stinger vehicles produced from September 21, 2017 through April 24, 2018.*

Q3. What is the problem with the Supplemental Brake Vacuum Pump?

A3. *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 the vehicle. If the supplemental brake vacuum pump's rotor is damaged, the Brake Warning Light  may be 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 the brakes while driving.)*

Q4. Can you describe the service campaign and fix?

A4. *Kia will inspect and replace the supplemental brake vacuum pump's rotor and vane.*

Q5. Will this cost vehicle owners any money?

A5. *No. It will not cost the customer any money to have the service campaign performed.*

Q6. How long will the repair take?

A6. *The estimated time required to complete the repair is approximately one to two (1 to 2) hours. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first-class mail on April 29, 2021.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

Q9. How many vehicles are included?

A9. *Approximately 16,880 vehicles.*

Q10. Are there any restrictions on an owner's eligibility?

A10. *No.*

Q11. If a customer has an immediate question, where can they get further information?

A11. *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.*