2015 MY CADENZA VEHICLES - FRONT COIL SPRINGS
VOLUNTARY SERVICE CAMPAIGN (SC240)
Q & A
October 3, 2022

Q1.   What type of campaign is Kia conducting?

A1.   *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2015 MY Kia Cadenza vehicles manufactured from April 11, 2014 through March 3, 2015 that were originally sold in or are currently registered in one of the 28 states with high road salt usage.*

The 28 states with high road salt usage: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Q2.   What vehicles are affected by the service campaign?

A2.   *Certain 2015 MY Kia Cadenza vehicles originally retailed or currently registered in one of the 28 states with high road salt usage.*

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

A3.   *Approximately 3,190 vehicles*

Q4.   What is the concern with the front coil springs?

A4.   *Front coil spring corrosion can occur on vehicles that are not well maintained in the states with high road salt usage. If a corroded front coil spring is not replaced during scheduled maintenance service visits, the spring may break. If this occurs, customers may experience vibration, clicking/grinding noise, as well as decreased ride height of the front of vehicle. A broken front coil spring may have some impact on the vehicle's ride and handling quality, but it does not result in a loss of control.*

Q5.   Can you describe the service campaign fix?

A5.   *Dealers will replace the front coil springs with new ones.*

Q6.   How will owners of the affected vehicles be notified?

A6.   *Kia will send a letter notifying owners of the affected vehicles by first class mail on **October 6, 2022.***

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

A7.   *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Owners are also asked to read the information and follow the instructions in the section of their owner's manual titled "Maintenance Section - Underbody Maintenance" regarding the ongoing maintenance and cleaning of the underbody of their vehicle to limit the effects of road salt conditions in the future.

Q8. **What road conditions can cause the vehicle underbody to begin to corrode?**

A8. *Corrosive materials used for ice and snow removal and dust control may collect on the underbody. If these materials are not removed, accelerated rusting can occur on underbody parts.*

Q9. **Will this cost vehicle owners any money?**

A9. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

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

A10. *Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the 28 states with high road salt usage.*

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Q11. **If a customer's vehicle was previously registered in one of the salt belt states but has since moved, will Kia repair their vehicle?**

A11. *These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt belt state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.*

Q12. **We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?**

A12. *No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.*

Q13. **If a customer has an immediate question, where can they get further information?**

A13. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*