



**2022 MY SORENTO, 2022 MY TELLURIDE AND 2022-2023 MY K5 VEHICLES - HECU
VOLUNTARY SERVICE CAMPAIGN (SC252)**

Q & A

December 8, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2022 MY Sorento, 2022 MY Telluride, and 2022-2023 MY K5 vehicles to inspect the HECU and, if necessary, replace the HECU.*





Q2. What vehicles are affected by the service campaign?

A2. *Certain 2022 MY Sorento vehicles manufactured from December 8, 2021 through May 23, 2022.
Certain 2022 MY Telluride vehicles manufactured from November 29, 2021 through September 1, 2022.
Certain 2022-2023 MY K5 vehicles manufactured from December 7, 2021 through September 12, 2022.*

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

A3. *Approximately 15,974 vehicles (4,525 Sorento, 5,794 Telluride and 5,655 K5 vehicles)*

Q4. What is the concern with the HECU?

A4. *The Hydraulic Electronic Control Unit ("HECU") controls the vehicle's Electronic Parking Brake ("EPB"), Electronic Stability Control System ("ESC"), and Auto-Hold features, among other related functions. The HECU in these vehicles may have been produced by the supplier with a condition that can result in an internal brake fluid leak. If an internal brake fluid leak occurs, the vehicle's EPB light , ABS light , ESC light , Auto-Hold light, and/or Forward Collision Avoidance Assist light  may illuminate, or a Smart Cruise Control ("SCC") warning message may appear on the instrument cluster. If this occurs, EPB, ESC, and Auto Hold functions may be disabled.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will inspect the vehicle's HECU and, if the internal leak condition exists, replace the HECU with a new one.*

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 beginning on **December 13, 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.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. No.

Q10. If a customer has an immediate question, where can they get further information?

A10. 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).