



**SC172 – HIGH PRESSURE FUEL PUMP OUTLET INSPECTION
SAFETY RECALL CAMPAIGN
Q & A**

January 10, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect and, if necessary, replace the High Pressure Fuel Pipe on certain 2011–2014 MY Kia Optima, 2012-2014 MY Kia Sorento, and 2011-2013 MY Kia Sportage vehicles that **received an engine replacement under Recall No. 17v224 (SC147)**. The remedy for the previous recall may not have been properly performed, and in some cases, the high pressure fuel pipe may have been damaged, misaligned or improperly torqued during the engine replacement procedure, allowing fuel to leak. Leaking fuel increases the risk of fire.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2011-2014 MY Kia Optima, 2012-2014 MY Kia Sorento, and 2011-2013 MY Kia Sportage vehicles that received an engine replacement under previous recall 17v224 (SC147).*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 50,051 Kia Optima, 17,024 Kia Sorento, and 1,052 Kia Sportage vehicles are affected by this recall (68,127 total).*

Q4. What is the concern with the High Pressure Fuel Pump Outlet?

A4. *The remedy for the previous recall 17v224 may not have been properly performed by Kia dealers. In some cases, the high pressure fuel pipe may have been damaged, misaligned or improperly torqued during the engine replacement procedure, allowing fuel to leak.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to inspect the connections of the high pressure fuel pipe to the fuel pump outlet for fuel leaking. If leaking fuel is detected, the fuel pipe will be replaced and properly installed with a new one.*

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. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted.*

NOTE: If the customer detects the smell of fuel inside or near the vehicle, they should stop driving the vehicle and contact Kia's Roadside Assistance to have the vehicle towed to the authorized Kia dealership.

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 recall repair at no cost to the customer.*

Q11. What about customers who may have already paid to have this issue remedied?

A11. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with the Request for Reimbursement form directly to Kia for review and consideration:*

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q12. How long will the repair take?

A12. *The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. We recommend that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize your convenience).*

Q13. How will owners of the affected vehicles be notified?

A13. *Kia will be notifying owners of the affected vehicles by first-class mail on **January 17, 2019.***

Q14. Are there any restrictions on an owner's eligibility?

A14. *No.*

Q15. If a customer has an immediate question, where can they get further information?

A15. *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).*