



SC174 – 2011-2012 MY SPORTAGE ENGINE OIL PAN LEAK  
SAFETY RECALL CAMPAIGN  
Q & A

April 5, 2019

**Q1. What type of campaign is Kia conducting?**

A1. *Kia is conducting a safety recall campaign on certain 2011-2012 MY Kia Sportage vehicles. Note: Kia is currently working on the repair remedy.*

**Q2. What vehicles are affected by the recall?**

A2. *Certain 2011-2012 MY Kia Sportage vehicles manufactured from June 11, 2010 through February 13, 2012.*

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

A3. *Approximately 31,645 Kia Sportage vehicles are affected by this recall campaign.*

**Q4. What is the condition?**

A4. *The oil pan may have been improperly sealed during engine production. As a result, if the vehicle is continued to be driven with an oil leak, damage to the engine can occur and the vehicle could stall while in motion, increasing the risk of a crash. There is also the possibility that a fire could occur, increasing the risk of injury.*

**Q5. Are there any warnings associated with the recall condition?**

A5. *The following warnings may identify that the recall condition is present. These include 1) oil on the ground after the vehicle is parked, 2) oil traces or residue on underbody surfaces of the vehicle, 3) smell and/or smoke associated with oil on hot surfaces, 4) the illumination of the Check Engine*

*(Malfunction Indicator)*



*Light and/or the Engine Oil Pressure Warning*



*Light in the*

*Instrument Panel; and 5) reduced power/hesitation.*

***If the owner notices any of the warnings described above, he or she should not wait for a follow-up letter and instead contact Kia's Roadside Assistance to have the vehicle towed to the nearest authorized Kia dealer to have the vehicle inspected. The owner will not be charged for this inspection if the dealer confirms oil is leaking from the oil pan.***

**Q6. Can you describe the recall campaign and fix?**

A6. *Kia is currently working on a remedy. Once the remedy is determined, Kia will notify the vehicle owners.*

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

A7. *Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **April 10, 2019**. The purpose of the letter is to inform owners of Kia's recall implementation plan. Kia will send a follow-up notification letter as soon as a remedy is available.*

**Q8. What should vehicle owners do when they receive the notification?**

A8. *No immediate action is necessary unless the customer is or becomes aware of any of the warnings described under A5 above.*



*Upon receipt of the follow-up notification letter, owners are to contact their Kia dealer to arrange for the repair to be performed.*

**Q9. How was the issue discovered?**

*A9. Through the regular monitoring of field information.*

**Q10. Have there been any deaths, injuries or accidents as a result of this condition?**

*A10. No.*

**Q11. Will this cost vehicle owners any money?**

*A11. No. The inspection, and if necessary, any repair will be at no cost to the customer.*

**Q12. What about customers who may have already paid to have engine oil pan leak related repairs done?**

*A12. If a customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customer may submit their receipts online to Kia via the Owners section (Contact Kia) of [www.kia.com](http://www.kia.com) OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:*

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

**Q13. How long will the repair take?**

*A13. No information is available at this time.*

**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](http://www.kia.com) (Owner's Section).*