



SC175 – 2015-2018 MY SEDONA

FRONT PASSENGER SEAT OCCUPANT DETECTION SYSTEM (ODS) WIRING HARNESS SAFETY RECALL CAMPAIGN

Q & A

March 11, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015-2018 MY Sedona vehicles equipped with a manual front passenger seat. The defect may cause the front passenger airbag to deploy even if the passenger seat is occupied by a child in a Child Restraint System (CRS).*

Q2. What vehicles are affected by the recall?

A2. *Certain 2015-2018 MY Sedona vehicles equipped with "manual" front passenger seat manufactured from July 29, 2014 through July 17, 2017.*

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

A3. *Approximately 94,389 vehicles are included in this campaign.*

Q4. What is the concern with the Occupant Detection System (ODS) Wiring Harness?

A4. *The wiring harness underneath the front passenger seat which connects the Occupant Detection System (ODS) unit to the mat sensor is kept in place by various clips. When the seat is occupied by a passenger, the weight of the passenger on the seat cushion can cause the clip closest to the ODS unit to change the angle of the wiring harness and bend it. Over time, repeated bending can break the wiring harness. If the wiring harness breaks, the ODS will not suppress the front passenger airbag. As a result, if a crash of sufficient severity occurs, the front passenger airbag will deploy even if the passenger seat is occupied by a child in a Child Restraint System (CRS), thereby increasing the child's risk to injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to remove the harness clip closest to the ODS control unit on the affected vehicles to prevent the wiring harness from bending. Also, if the wiring harness is found damaged, dealers are to replace the front passenger seat cushion.*

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:*

- 1) *Immediately contact their Kia dealer to arrange for the recall repair to be conducted;*
- 2) *Avoid placing infants and young children in the front passenger seat. Never place infants or young children in the front passenger seat, either on the seat itself OR in a child seat. Customers are to review the Owner's Manual and sun visor warning label for detailed information;*
- 3) *Check for illumination of the vehicle's airbag warning light. When this condition occurs, 1) the SRS airbag warning light on the instrument panel will illuminate and 2) the "PASSENGER AIRBAG OFF" indicator light*



turns off even with the passenger seat unoccupied or if the passenger seat is occupied by a child or an infant in a child restraint System (CRS). If, prior to the completion of this safety recall campaign, the SRS

airbag warning light  remains illuminated after the engine has started or illuminates while driving AND the "PASSENGER AIRBAG OFF" indicator light turns off even if the passenger seat is unoccupied or occupied by a child, customers are to contact an authorized Kia dealer as soon as possible to schedule an appointment.

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 attached 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 time required to remove the harness clip is approximately one (1) hour, but it will take more time if the front passenger seat cushion needs to be replaced. A service appointment is an important way of minimizing 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 beginning on **March 19, 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).