



SC179 – 2019 MY KIA OPTIMA FORWARD COLLISION-AVOIDANCE ASSIST (FCA)

SAFETY RECALL CAMPAIGN

Q & A

April 8, 2019

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors is conducting a Safety Recall on certain 2019 MY Kia Optima vehicles equipped with Gamma 1.6-liter Turbo-GDI or Theta II 2.0-liter Turbo-GDI engines.*

Q2. What vehicles are affected by the recall?

A2. *Some 2019 MY Kia Optima vehicles equipped with Gamma 1.6-liter Turbo-GDI or Theta II 2.0-liter Turbo-GDI engines, manufactured from May 21, 2018 through May 29, 2019.*

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

A3. *Approximately 11,423 vehicles are included in this recall.*

Q4. What is the concern with the Forward Collision-Avoidance Assist?

A4. *The Forward Collision-Avoidance Assist (FCA) is a supplemental system designed to detect and monitor the vehicle ahead in the roadway through radar signals and camera recognition to warn the driver that a collision is imminent, and if necessary, apply emergency braking. Due to an error in the FCA's software, the braking assist function may not engage when a stationary vehicle is detected. The inability of the braking assist function to work properly may not reduce the risk of impact in a potential frontal collision.*

Q5. Are there any warnings associated with the condition described above?

A5. *No.*

A6. Can you describe the recall campaign and fix?

A6. *Kia has advised its authorized dealers to update the FCA software so that the braking assist functions properly when a potential frontal collision on a stationary vehicle is sensed.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

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

A8. *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.*

Q9. Have there been any deaths or injuries as a result of this condition?

A9. *There have been no deaths or injuries.*



Q10. Has Kia had any litigation regarding this condition?

A10. No.

Q11. Will this cost vehicle owners any money?

A11. No. Kia will perform the recall repair at no cost to the customer.

Q12. What about customers who may have already paid to have this issue remedied?

A12. 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**

Q13. How long will the repair take?

A13. The time required to install the software update is approximately one (1) hour. However, Kia recommends that customers 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).

Q14. How will owners of the affected vehicles be notified?

A14. Kia will be notifying owners of the affected vehicles by first-class mail beginning on **August 27, 2019**.

Q15. Are there any restrictions on an owner's eligibility?

A15. No.

Q16. If a customer has an immediate question, where can they get further information?

A16. 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).