

**SC193 – 2020 MY KIA STINGER MOTOR DRIVEN POWER STEERING (MDPS)
SAFETY RECALL CAMPAIGN
Q & A**

August 21, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors is conducting a safety recall on some 2020 MY Kia Stinger vehicles equipped with the 2.0L Turbo-GDI engine to replace the Motor Driven Power Steering Assembly with a new one.*

Q2. What vehicles are affected by the recall?

A2. *Some 2020 MY Kia Stinger vehicles equipped with the 2.0L Turbo-GDI engine manufactured from October 7, 2019 through December 12, 2019.*

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

A3. *Approximately 104 vehicles are affected by this recall.*

Q4. What is the concern with the Motor Driven Power Steering Assembly?

A4. *The Rack & Ball/Nut Assembly (RBNA), an internal component of the Rack Mounted Motor Driven Power Steering (MDPS) Assembly, may have been manufactured incorrectly. Over time, the incorrectly manufactured RBNA component may fracture, causing the steering to lock or become difficult to steer while driving, thereby increasing the risk of a crash.*

Q5. Can you describe the recall campaign fix?

A5. *Kia will instruct authorized dealers to replace the MDPS with a new one. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020.*

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. ***If an owner hears any noise when turning the steering wheel or experiences any difficulty turning the steering wheel, the customer should stop driving the vehicle and contact Kia Roadside Assistance at 800-333-4Kia(4542) to request that the vehicle be towed to the nearest Kia dealer for repair as soon as possible.***

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.

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the recall repair at no cost to the customer.*

Q9. What about customers who may have already paid to have this issue remedied?

A9. *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 a copy of 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**

Q10. How long will the repair take?

A10. *The estimated time required to replace the MDPS with a new one is approximately two to three hours. However, the vehicle may be needed longer; therefore, it is recommended 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 convenience).*

Q11. How will owners of the affected vehicles be notified?

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **August 28, 2020**.*

Q12. Are there any restrictions on an owner's eligibility?

A12. *No.*

Q13. If a customer has an immediate question, where can they get further information?

A13. *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).*