



**SC196 – 2019 MY KIA STINGER
ENGINE COMPARTMENT FIRE RISK
SAFETY RECALL CAMPAIGN
Q & A**

October 20, 2020

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 2019 MY Kia Stinger vehicles equipped with the 3.3-liter Gasoline Direct Injection (GDI) Turbo engines.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2019 MY Kia Stinger vehicles equipped with the 3.3-liter Gasoline Direct Injection (GDI) Turbo engines, manufactured from June 21, 2018 through July 9, 2019.*

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

A3. *Approximately 9,439 vehicles are affected by this recall.*

Q4. What is the condition?

A4. *An engine compartment fire can occur while driving in the area where the Hydraulic Electronic Control Unit (HECU) is located, thus increasing the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia is currently working on the remedy.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **October 26, 2020**. The purpose of the letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notification letter when the remedy becomes available.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Vehicle owners are asked to park their vehicle outdoors and away from other vehicles or structures until the recall repair has been performed.*

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

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

Q9. Will this cost vehicle owners any money?

A9. *No. The remedy, when available, will not cost the vehicle owner any money.*



Q10. What about customers who may have already paid to have this issue resolved?

A10. *If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail your 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**

Q11. Are there any restrictions on an owner's eligibility?

A11. *No.*

Q12. If a customer has an immediate question, where can they get further information?

A12. *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).*