

**SC198 – 2020-2021 MY KIA STINGER FUEL PUMP
SAFETY RECALL CAMPAIGN
Q & A**

September 18, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a safety recall campaign on certain 2020-2021 MY Kia Stinger vehicles to inspect the fuel pump and, if necessary, replace the fuel pump's jet nozzle housing assembly with a new one.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2020-2021 MY Kia Stinger vehicles manufactured from June 3, 2020 through July 22, 2020.*

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

A3. *Approximately 635 vehicles are affected by this recall.*

Q4. What is the concern with the Fuel Pump?

A4. *The fuel pump provides a continuous supply of fuel to the engine via the pump's jet nozzle. During production of the fuel pump's jet nozzle housing, a plastic burr may remain after the molding process, potentially blocking the nozzle. A blocked nozzle can result in an insufficient supply of fuel to the engine. An insufficient supply of fuel to the engine can result in a loss of motive power, increasing the risk of a crash.*

Q5. Can you describe the recall campaign fix?

A5. *Dealers will be instructed to inspect the fuel pump and if necessary, replace the fuel pump's jet nozzle housing assembly 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. *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 performed.*

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 cover letter 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 inspect and, if necessary replace the fuel pump's jet nozzle housing assembly with a new one is approximately two 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 **October 29, 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).*