



**SC213 - 2021-2022 MY K5 RACK-MOUNTED MOTOR DRIVEN POWER STEERING (R-MDPS) CONTROL LOGIC
SAFETY RECALL CAMPAIGN**

Q & A

June 16, 2021

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to update the MDPS software logic on certain 2021-2022 MY Kia K5 vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2021-2022 MY Kia K5 vehicles equipped with 2.5L Turbo-GDI engines manufactured from November 16, 2020 through May 12, 2021.

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

A3. Approximately 846 K5 vehicles are affected by this recall.

Q4. What is the concern with the Rack-Mounted Motor Driven Power Steering (R-MDPS) control logic?

A4. The control logic for the Rack-Mounted Motor Driven Power Steering (R-MDPS) system lacks a communication fault diagnosis feature. If such communication fault occurs while the vehicle is driven around a curve with Lane Following Assist (LFA) engaged, the MDPS may retain the vehicle's pre-fault steering assist level, even after the vehicle exits the curve. If this occurs, increased steering effort can result, increasing the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will update the MDPS software logic to a version that recognizes communication faults.

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

*A6. Kia will notify owners of the affected vehicles by first class mail beginning on **June 24, 2021**.*

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

A7. Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange to have the software update performed. Owners are instructed to not activate the LFA function until the software update has been completed.

Q8. How was the issue discovered?

A8. During a review of various vehicle control system logics by the R&D Center for purposes of new vehicle development.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their 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 America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q11. How long will the update take?

A11. The actual time required to perform the update will be approximately 1 to 2 hours. However, the vehicle may be needed longer. It is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)

A12. 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 authorized 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 at www.kia.com (Owner's Section).