



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(Interim Notice)

(NHTSA Recall Number: 21V622)

This notice applies to your vehicle: (Insert VIN)

October 5, 2021

Dear Kia Rio Owner:

Kia has identified a defect in your vehicle which relates to a noncompliance with a Federal Motor Vehicle Safety Standard (FMVSS).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided certain 2018-2019 MY 4-door Rio vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) 401, "Interior Trunk Release". The defect can result in the trunk's interior emergency release to be inoperative. The inability to get out of the trunk increases the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

This is only an interim letter as we work to obtain the remedy part. The purpose of this letter is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available, and the repair will be performed at no cost to you. IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.

What Is the Problem?

In high-temperature conditions, a thermal crack can develop in the pawl of the trunk latch which can intermittently cause the trunk's interior emergency release to be inoperative. If a person is inside the trunk compartment at the same time the latch pawl cracks, the person may not be able to get out of the trunk. The inability to get out of the trunk increases the risk of injury.

Kia Will Replace the Trunk Latch Assembly At No Cost for Parts Or Labor To You.

When the remedy part is available, Kia will replace the trunk latch assembly with a new one. This work will be performed at Kia's expense at no cost to you.

What Should You Do In the Interim?

- **No one should be allowed to occupy the trunk at any time. The trunk is a very dangerous location in the event of a crash.**
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



What If You Have Already Paid To Have This Situation Corrected?

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 of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device.** The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.