



SC216 - 2016-2018 MY FORTE (4-DOOR & 2-DOOR) & 2018-2019 MY RIO (4-DOOR) VEHICLES
EMERGENCY TRUNK LATCH RELEASE MECHANISM
NONCOMPLIANCE RECALL CAMPAIGN

Q & A

FOLLOW-UP NOTICE

February 4, 2022

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 Noncompliance Recall Campaign to replace the trunk latch assembly on certain 2016-2018 MY 4-door & 2-door Forte vehicles and certain 2018-2019 MY 4-door Rio vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016-2018 MY 4-door & 2-door Forte vehicles manufactured from March 2, 2016 through July 27, 2018 and Certain 2018-2019 MY 4-door Rio vehicles manufactured from June, 1 2017 through July 5, 2019.*

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

A3. *Approximately 253,074 vehicles.*

Q4. What is the concern with the emergency trunk latch release mechanism?

A4. *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. As a result, the subject vehicles fail to comply with the requirements of FMVSS 401, "Interior Trunk Release". In the rare event that 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.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will replace the trunk latch assembly with a new one.*

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

A6. *Kia will send a follow-up letter notifying owners of the affected vehicles by first class mail gradually, in multiple waves, from February 10, 2022 through April 29, 2022 advising customers that the remedy part is now available.*

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

A7. *Upon receipt of the follow-up notice, owners are to contact their authorized Kia dealer to arrange to have their vehicle repaired. Owners are informed that 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.*

Q8. How was the issue discovered?

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

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**

A11. 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 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 Time, or via the internet at www.kia.com (Owner's Section).