



SC219 - 2020-2021 MY STINGER INACCURATE FUEL GAUGE INSTRUMENT CLUSTER DISPLAY
SAFETY RECALL CAMPAIGN

Q & A

December 7, 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 instrument cluster software to ensure the fuel gauge accurately reflects to amount of fuel remaining in the vehicle.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2020-2021 MY Kia Stinger vehicles manufactured from March 20, 2020 through December 28, 2020.*

Q3. How many vehicles are affected by this recall?

A3. *Approximately 53 vehicles are affected by this recall.*

Q4. What is the concern with the instrument cluster software?

A4. *The fuel gauge will not accurately reflect the amount of fuel consumed due to a software logic/calibration error caused by the instrument cluster supplier. If the fuel gauge wrongly indicates more fuel than is actually present, the vehicle can unexpectedly run out of fuel. If this occurs, the vehicle may stall, increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will update the instrument cluster software to the correct version that will ensure the fuel gauge accurately reflects the amount of fuel remaining in the vehicle.*

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 **December 10, 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 instrument cluster software updated on their vehicle. Until customers get the software updated in their vehicle under this recall, they should pay close attention to the fuel gauge reading, the amount of fuel added to their vehicle, and the number of miles driven since refueling. This will enable them to estimate the amount of fuel remaining. Customers should also refuel more frequently to avoid running out of fuel.*

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 inspection and 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 inspection and repair take?

A11. The actual time required to perform the software update will be approximately one (1) hour. 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 Time, or via the internet at www.kia.com (Owner's Section).