



2016-2018 MY K900 AND 2014-2016 MY SPORTAGE VEHICLES
HYDRAULIC ELECTRONIC CONTROL UNIT (HECU)
SAFETY RECALL CAMPAIGN (SC227)

FOLLOW-UP NOTICE

Q & A (Updated)

September 20, 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 Safety Recall Campaign to install a new fuse with a different capacity to prevent an overcurrent condition in the HECU's electrical circuit board.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016-2018 MY K900 vehicles manufactured from April 21, 2015 through November 6, 2017. All 2014-2016 MY Sportage vehicles manufactured from September 30, 2013 through November 16, 2015.*

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

A3. *Total: 126,747 (K900: 470, Sportage: 126,277)*

Q4. What is the concern with the HECU?

A4. *An engine compartment fire may occur in the area where the Hydraulic Electronic Control Unit (HECU) is located. The exact cause of fire remains unknown. However, it is believed that the HECU may experience an internal electrical short circuit that could result in overcurrent. An electrical short circuit in the HECU increases the risk of an engine compartment fire while parked or driving. A fire increases the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will install a new fuse with a different capacity to prevent an overcurrent condition in the HECU's electrical circuit board. Kia recommends that vehicle owners park their vehicles outdoors and away from other vehicles or structures until the recall repair has been performed.*

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

A6. *Kia mailed follow-up notices to affected K900 vehicles on April 26, 2022. Kia will send a follow-up letter notifying owners of the affected Sportage vehicles by first class mail on **September 22, 2022** that the remedy part is now available for Sportage vehicles and to bring their vehicle in to have the recall performed.*

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

A7. *Vehicle owners are to park their vehicles outdoors and away from other vehicles or structures until the recall repair has been performed. Upon receipt of the follow-up notice, owners are to contact their authorized Kia dealer to arrange to have to have the recall repair performed.*

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 free of charge 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:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q11. 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 Customer Care 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).