



**2023 MY SPORTAGE VEHICLES - ALTERNATOR BATTERY POSITIVE TERMINAL  
SAFETY RECALL CAMPAIGN (SC248)**

**Q & A**

**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 inspect and, if necessary, properly tighten the Alternator battery positive (B+) terminal nut.*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2023 model year Sportage vehicles manufactured from January 12, 2022 through August 8, 2022.*

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

*A3. Approximately 19,701 vehicles*

**Q4. What is the concern with the Alternator B+ Terminal Nut?**

*A4. The alternator battery positive (B+) terminal nut ensures that the electrical connection is maintained between the battery wire harness terminal plate and the alternator B+ terminal. The B+ terminal nut may not have been properly tightened by the supplier during assembly. If the terminal nut is not properly tightened, it can loosen over time and may result in an engine stall while driving. In the worst case, a fire may occur while driving due to electrical arcing at the B+ terminal. A vehicle stall increases the risk of a crash, and a fire increases the risk of injury.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Dealers will be instructed to inspect, and if necessary, properly tighten the alternator B+ terminal nut.*

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

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **September 23, 2022**.*

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

*A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.*

**Q8. Where were these vehicles produced?**

*A8. The affected Sportage vehicles were produced at a Kia assembly plant in the U.S.*

**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](http://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**

**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 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](http://www.kia.com) (Owner's Section).*