



**SC139 – 2016 MY KIA OPTIMA RIGHT FRONT AXLE DRIVESHAFT  
SAFETY RECALL CAMPAIGN  
Q & A**

**November 07, 2016**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a safety recall campaign to replace the right front axle driveshaft on certain 2016 MY Kia Optima vehicles.*

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

A2. *Certain 2016 MY Kia Optima vehicles, manufactured from November 13, 2015 through April 23, 2016.*

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

A3. *Approximately 12,214.*

**Q4. What is the concern with the Right Front Axle Driveshaft?**

A4. *The right front axle driveshaft may develop a crack and then later separate while attempting to move from a stopped position. This would cause a loud noise and the loss of the ability to move the vehicle. In addition, if the driver fails to engage the parking brake on an incline, a vehicle with this condition can roll. In either case, a crash could result.*

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

A5. *Kia has advised its authorized Kia dealers to replace the right front axle driveshaft. The work will be performed at Kia's expense at no cost to the customer.*

**Q6. How was the issue discovered?**

A6. *Through the regular monitoring of field information.*

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

A7. *Owners are to contact their Kia dealer to arrange for the repair to be performed.*

*In addition, owners are being asked to make sure to engage the parking brake when parking on an incline in accordance with the instructions contained on page 6-30 ~ 6-33 of the owner's manual.*

**Q8. Have there been any deaths or injuries as a result of this condition?**

A8. *No.*

**Q9. Has Kia had any litigation regarding this condition?**

A9. *No.*



**Q10. Will this cost vehicle owners any money?**

A10. *No. The replacement of the right front axle driveshaft will be at no cost to the customer.*

**Q11. What about customers who may have already paid to have the right front axle driveshaft replaced?**

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration at the following address:*

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

**Q12. How long will the repair take?**

A12. *The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

**Q13. How will owners of the affected vehicles be notified?**

A13. *Kia will be notifying owners of the affected vehicles by first-class mail on **November 21, 2016**.*

**Q14. Are there any restrictions on an owner's eligibility?**

A14. *No.*

**Q15. If a customer has an immediate question, where can they get further information?**

A15. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ [www.kia.com](http://www.kia.com) (Owner's Section).*