 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 02-JAN-2020 FEB 19 2020	Repository <input type="checkbox"/>		Reference No. 11292568
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City MILTON		State FL	Zip Code		Evening Telephone Number
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3KPFK4A78JE		Make KIA	Model FORTE	Model Year 2018	
Date Purchased 3/3/18	Dealer's Name and Telephone Number Kia Autosport 850 457 7772		Engine: No. Cylinders 4	Fuel Type: Gas	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Pensacola Florida	State FL	Zip Code 32505		
Transmission Type Unk	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 22 AUG 2019 Oct 2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM			Failure Mileage 31022	Failure Speed UNK	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2018 KIA FORTE. WHILE THE VEHICLE WAS STOPPED AT AN INTERSECTION, THE CONTACT DEPRESSED THE ACCELERATOR PEDAL. THE VEHICLE HESITATED FOR APPROXIMATELY SIXTY SECONDS AND FAILED TO ACCELERATE PROPERLY. THE VEHICLE WAS TAKEN TO KIA AUTOSPORT OF PENSACOLA (6637 PENSACOLA BLVD, PENSACOLA, FL 32505, (888) 512-0124) WHERE IT WAS DIAGNOSED THAT THE INSTRUMENT CLUSTER NEEDED TO BE UPDATED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED MULTIPLE TIMES. THE CONTACT REFERENCED NHTSA ID NUMBER: 10162043. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED CASE NUMBER [REDACTED] NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS APPROXIMATELY 31,022. *LN *TR					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



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 6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR DAVID	TAB NO. 18292 2513	INVOICE DATE 09/18/19
[REDACTED]	LABOR RATE	LICENSE NO.	31,022
[REDACTED]	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT	VEHICLE I.D. NO. 3 K P F K 4 A 7 B J E	COLOR AURORA BLK/
MILTON, FL		F.T.E. NO.	DELIVERY DATE 03/03/18
[REDACTED]			DELIVERY MILES 23
[REDACTED]	COMMENTS E# G4NHHE420742		SELLING DEALER NO. 40701
			PRODUCTION DATE
			R.O. DATE 09/18/19
			MO: 31022

LABOR

CUSTOMER SAYS EXPRESS OIL FILTER CHANGE
 CHANGE OIL AND FILTER
 Express OEM Oil & Filter Change 2.0L MPI 17/18

INSTALL FRIDGE FRESH
 APPLIED FRIDGE FRESH

FACTORY RECOMMENDED MAINTENANCE IS DUE/OVERDUE AT THIS TIME
 OR MILEAGE INTERVAL. NOT PERFORMING MAINTENANCE MAY RESULT
 IN "NON PAYMENT" OF A WARRANTY REQUEST. PROTECT YOUR 10 YR.
 100,000 MILE POWERTRAIN WARRANTY.
 +++ IN ADDITION, NOT PERFORMING SCHEDULED MAINTENANCE WILL
 AFFECT VALIDATION OF YOUR "TIRES FOR LIFE" PROGRAM. +++
 N/A

CUSTOMER REQUESTS COMPLIMENTARY EXPRESS MULTI POINT INSPECT
 PERFORMED COMPLIMENTARY EXPRESS MULTI POINT INSPECTION

REPLACE IN-CABIN AIR FILTER. INSPECT FOR REPLACEMENT
 AT MINIMUM, EVERY 10,000 MILES.
 HVAC Cabin Air Filter with Deodorizer 17/18

		TOTAL - LABOR	41.00	
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26300-35505	FILTER ASSY-ENG	6.12
JOB # 1	1	21513-23001	GASKET-OIL PLUG	0.93
JOB # 1	5	OIL	BULK	2.38
JOB # 2	1	7083	FRIGI FRESH CAB	13.30
JOB # 5	1	A7F79-AQ000	CABIN AIR FILTE	25.00
		TOTAL - PARTS		57.25

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	A1	SHOP SUPPLIES	4.92
JOB # 1	A6	OIL DISPOSAL FEE	2.00
TOTAL - MISC			6.92

COMMENTS

RECOMMENDED NOT DONE/ DECLINED SERVICES

40K1ZZYBRAKEF COMPLAINT: YELLOW FRONT BRAKES TECH: 45210
 FRONT BRAKES MAY NEED ATTENTION NEXT VISIT

40K1ZZYBRAKER COMPLAINT: YELLOW REAR BRAKES TECH: 45210
 REAR BRAKES MAY NEED ATTENTION NEXT VISIT

46K1ZZYTIREF COMPLAINT: YELLOW FRONT TIRES TECH: 45210
 FRONT TIRE(S) MAY NEED ATTENTION NEXT VISIT

46K1ZZYTIRER COMPLAINT: YELLOW REAR TIRES TECH: 45210

The Reynolds and Reynolds Company (PARTS) (01/08)



Kia AutoSport

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CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. 18292 2513	INVOICE DATE 09/18/19	INVOICE NO. [REDACTED]
[REDACTED]	LADDER RATE	LICENSE NO.	MILEAGE 31,022	COLOR AURORA BLK/
MILTON, FL	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 03/03/18	DELIVERY MILES 23	PRODUCTION DATE
[REDACTED]	VEHICLE I.D. NO. 3 K P F K 4 A 7 8 J E	BILLING DEALER NO. 10701	R.O. DATE 09/18/19	
[REDACTED]	COMMENTS E# G4NHHE420742			MO: 31022

COMMENTS-----
 COMPLAINT: REAR TIRE(S) MAY NEED ATTENTION AT NEXT VISIT

01K1ZAIRFILTER *ENG AIR FILTER TECH: 45210 \$52.58
 COMPLAINT: INSTALL AIR FILTER

TOTALS-----

TOTAL LABOR....	41.00
TOTAL PARTS....	57.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.92
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.75
TOTAL INVOICE \$	112.92

***** WE WANT TO EARN ALL 10'S *****
 IF FOR ANY REASON WE DID NOT DO A GREAT JOB
 PLEASE TELL US WHAT IT WILL TAKE TO EARN A 10
 TO MAKE YOUR SERVICE VISITS A GREAT EXPERIENCE
 WE ALL LOOK FORWARD TO SEEING YOU AGAIN SOON !
 OUR KIA AUTOSPORT SERVICE TEAM DAVID,GRANT,CHRIS

CUSTOMER SIGNATURE _____

The Reynolds and Reynolds Company EDWARDSVILLE CO27746-0 (01/06)



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CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR DAVID	TAG NO. 18292 2790	INVOICE DATE 10/23/19	STOCK NO. [REDACTED]
MILTON, FL [REDACTED]	LABOR RATE	LICENSE NO.	34,363	COLOR AURORA BLK/
	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 03/03/18	23	PRODUCTION DATE
	VEHICLE I.D. NO. 3 K P F K 4 A 7 8 J E	BELLING DEALER NO. 40701		
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/23/19	
COMMENTS E# G4NHHE420742				MO: 34363

LABOR

CUSTOMER STATES THE ECO LIGHT WILL TURN ON AND SOMETIMES THE SPORT MODE LIGHT WILL TURN ON IN THE CENTER OF THE INSTRUMENT CLUSTER. VEHICLE IS NOT EQUIPPED WITH A ECO OR SPORT MODE BUTTON.
 OPENED TECHLINE WITH KMA - 13406036. WAITING FOR REPLY.

CUSTOMER STATES THERE IS SCREN IN THE RIGHT FRONT TIRE.
 PLEASE REPAIR.
 Tire Repair (Patch) 1 tire

CUSTOMER REQUESTS COMPLIMENTARY EXPRESS MULTI POINT INSPECT
 PERFORMED COMPLIMENTARY EXPRESS MULTI POINT INSPECTION

TOTAL - LABOR	22.50
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MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A A1 SHOP SUPPLIES	2.70
JOB # Z W1 WHEEL WEIGHTS	2.00
TOTAL - MISC	4.70

COMMENTS-----
 RECOMMENDED NOT DONE/ DECLINED SERVICES-----

TOTALS-----

TOTAL LABOR....	22.50
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.70
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.05
TOTAL INVOICE \$	29.25

***** WE WANT TO EARN ALL 10'S *****
 IF FOR ANY REASON WE DID NOT DO A GREAT JOB
 PLEASE TELL US WHAT IT WILL TAKE TO EARN A 10
 TO MAKE YOUR SERVICE VISITS A GREAT EXPERIENCE
 WE ALL LOOK FORWARD TO SEEING YOU AGAIN SOON !
 OUR KIA AUTOSPORT SERVICE TEAM DAVID,GRANT,CHRIS

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, ENDEMNHE 0207744-0 01/04



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. 18292	6037	INVOICE DATE 11/27/19	[REDACTED]
[REDACTED]	LABOR RATE	I./C/RSR NO.	MILEAGE 36,259	COLOR AURORA BLK/	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT			DELIVERY DATE 03/03/18	DELIVERY MILES 23
MILTON, FL	VEHICLE I.D. NO. 3 K P F K 4 A 7 B J E			SELLING DEALER NO. 40701	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.		R.O. DATE 11/27/19	
[REDACTED]	COMMENTS E# G4NHHE420742				MO: 36259

LABOR

CUSTOMER STATES ECO LIGHT IS ON AND THE VEHICLE IS NOT EQUIPPED WITH ECO DRIVE MODE. CUSTOMER HAD VEHICLE HERE FOR SAME ISSUE ON 10/23/2019 RO # [REDACTED] OPENED TECHLINE WITH KMA - [REDACTED] WAITING FOR REPLY.
 PER TECHLINE REMOVE CENTER CONSOLE BACK PROBE CONNECTOR MM01 PIN 7 GROUND UNTIL BLANK MODE IS ON CLUSTER COMPLETE ACCESSED AND RESET FACTORY DRIVE MODE TO FACTORY SPEC. PERMANENT SYMPTOM RESOLUTION STILL UNDER REVIEW PER KIA.

CUSTOMER STATES THAT WHEN VEHICLE IS IN PARK AND SITTING FOR A MINUTE THERE IS A SUBTLE JUMP FORWARD.
 NPF
 NPF

CUSTOMER REQUESTS COMPLIMENTARY EXPRESS MULTI POINT INSPECT PERFORMED COMPLIMENTARY EXPRESS MULTI POINT INSPECTION

TOTAL - LABOR 0.00

COMMENTS
SHUTTLE

TOTALS

***** WE WANT TO EARN ALL 10'S *****	TOTAL LABOR....	0.00
IF FOR ANY REASON WE DID NOT DO A GREAT JOB	TOTAL PARTS....	0.00
PLEASE TELL US WHAT IT WILL TAKE TO EARN A 10	TOTAL SUBLET....	0.00
TO MAKE YOUR SERVICE VISITS A GREAT EXPERIENCE	TOTAL G.O.G....	0.00
WE ALL LOOK FORWARD TO SEEING YOU AGAIN SOON !	TOTAL MISC CHG.	0.00
OUR KIA AUTOSPORT SERVICE TEAM DAVID,GRANT,CHRIS	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

***** WE WANT TO EARN ALL 10'S *****
 IF FOR ANY REASON WE DID NOT DO A GREAT JOB
 PLEASE TELL US WHAT IT WILL TAKE TO EARN A 10
 TO MAKE YOUR SERVICE VISITS A GREAT EXPERIENCE
 WE ALL LOOK FORWARD TO SEEING YOU AGAIN SOON !
 OUR KIA AUTOSPORT SERVICE TEAM DAVID,GRANT,CHRIS

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EBANKING Company 0207440 (01/01)

Kia Consumer Aff.

800-333-4542

12/5/2019

~~David Rosa~~ →



DAVID ROSA
droea@kiaautosport.com

Kia AutoSport

Main Location
6637 Pensacola Blvd.
Pensacola, FL 32505
(850) 457-7772
Fax: (850) 457-3054

Sales Satellite:
6370 Highway 90
Milton, FL 32570
(850) 981-1234
Fax: (850) 981-1414

www.kiaautosport.com



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	18292	TAG NO. 6315	INVOICE DATE 12/31/19	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 38,736	COLOR AURORA BLK/	[REDACTED]
MILTON, FL	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT			DELIVERY DATE 03/03/18	DELIVERY WEEK 23
	VEHICLE I.D. NO. 3 K P F K 4 A 7 8 J E			SELLING DEALER NO. 40701	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/31/19		
RESIDENCE PHONE [REDACTED]	FINANCING PHONE [REDACTED]	COMMENTS # G4NHHE420742			MO: 38736

TOTALS-----

*****	TOTAL LABOR....	6.00
*****	TOTAL PARTS....	18.95
[] CASH [] CHECK CK NO. [] *	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G....	0.00
[] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG.	4.00
*****	TOTAL MISC DISC	0.00
[] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX.....	2.03
*****	TOTAL INVOICE \$	30.98

***** WE WANT TO EARN ALL 10'S *****
 IF FOR ANY REASON WE DID NOT DO A GREAT JOB
 PLEASE TELL US WHAT IT WILL TAKE TO EARN A 10
 TO MAKE YOUR SERVICE VISITS A GREAT EXPERIENCE
 WE ALL LOOK FORWARD TO SEEING YOU AGAIN SOON !
 OUR KIA AUTOSPORT SERVICE TEAM DAVID,GRANT,CHRIS

CUSTOMER SIGNATURE _____



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	LABORER DAVID	18292	TAG NO. 6315	INVOICE DATE 12/31/19
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 38,736	COLOR AURORA BLK/ [REDACTED]
MILTON, FL [REDACTED]	YEAR/MAKE/MODEL 18/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 03/03/18	DELIVERY MILES 23	
	VEHICLE I.D. NO. 3 K P F K 4 A 7 B J E [REDACTED]	SELLING DEALER NO. 40701	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/31/19	
[REDACTED]	COMMENTS E# G4NHHE420742			MO: 38736

LABOR-----

CUSTOMER SAYS EXPRESS OIL FILTER CHANGE
 CHANGE OIL AND FILTER
 Express OEM Oil & Filter Change 2.0L MPI 17/18

CUSTOMER STATES "ECO" LIGHT ON WHEN VEHICLE IS NOT EQUIPPED.
 REF TO RO [REDACTED] AND RO [REDACTED] TECH LINE OPENED.
 ECO LIGHT ON
 RESET ECO LIGHT, INCL REQUEST REOPEN TECHLINE #13406036 FOR
 SYMPTOM PENDING PERMANENT RESOLUTION.

CUSTOMER STATES THE INTERIOR TRUNK LEVER WILL NOT UNLOCK
 TRUNK.
 TRUNK LATCH NOT FUNCTIONING PROPERLY
 REPLACED TRUNK LATCH PER KIA 60K MILE WARRANTY

CUSTOMER REQUESTS COMPLIMENTARY EXPRESS MULTI POINT INSPECT
 PERFORMED COMPLIMENTARY EXPRESS MULTI POINT INSPECTION

TOTAL - LABOR 6.00

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
DOB # 1 1 26300-35505 FILTER ASSY-ENG	6.11
DOB # 1 1 21513-23001 GASKET-OIL PLUG	0.94
DOB # 1 5 OIL BULK	2.38
DOB # 3 1 81230-A7030 LATCH ASSY-TRUN	
TOTAL - PARTS	18.95

WARRANTY

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
DOB # A A1 SHOP SUPPLIES	2.00
DOB # 1 A6 OIL DISPOSAL FEE	2.00
TOTAL - MISC	4.00

COMMENTS-----

RECOMMENDED NOT DONE/ DECLINED SERVICES-----

01K1ZWIPERBLADE COMPLAINT:	*R&R WIPER BLADES CUSTOMER REQUESTS FRONT WIPER BLADES REPLACEMENT	TECH: 48268	\$29.84
01K1ZAIRFILTER COMPLAINT:	*ENG AIR FILTER INSTALL AIR FILTER	TECH: 48268	\$52.58

The Reynolds and Reynolds Company, EMMETT, MI 48420

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s)

There is an ECO dash panel light that turns on by itself & affects the way my vehicle drives. There is no way for me to shut it off, there is no button or the like to turn this on + off.

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Kia Forté Year 2018

VIN 31N411K41H7801E1 [Redacted] Date of Delivery 3/5/19

Name and City/State of selling dealer or leasing company (if applicable) Kia Autosports Pensacola, FL

Name and City/State of authorized service agent(s) attempting previous repairs Kia Autosports Pensacola, FL

Consumer [Redacted] Home phone [Redacted]
 Address [Redacted] Work phone [Redacted]
Milma FL [Redacted] Signature [Redacted]
 Date Mailed _____

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. Pink—Attorney General's copy, send by regular mail. (2/06)

SENDER: COMPLI

DELIVERY

- Complete Items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 National Consumer Affairs Manager
 Kia Motors America, Inc.
 P.O. Box 52410
 Irvine, CA 92619-2410



9590 9402 55

2. Article Number (Transfer from service label)

7019 2260 0000 0400 0506

PS Form 3811, July 2015 PSN 7590-02-000-6066

Signature: [Redacted]

B. Received by (Printed Name): *Donald E. [Redacted]*

D. Is delivery address different from label? Yes
 If YES, enter delivery address below: No



3. Service Type
- | | |
|--|---|
| <input type="checkbox"/> Adult Signature | <input type="checkbox"/> Priority Mail Express® |
| <input type="checkbox"/> Adult Signature Restricted Delivery | <input type="checkbox"/> Registered Mail™ |
| <input type="checkbox"/> Certified Mail® | <input type="checkbox"/> Registered Mail Restricted Delivery |
| <input type="checkbox"/> Certified Mail Restricted Delivery | <input checked="" type="checkbox"/> Return Receipt for Merchandise |
| <input type="checkbox"/> Collect on Delivery | <input type="checkbox"/> Signature Confirmation™ |
| <input type="checkbox"/> Collect on Delivery Restricted Delivery | <input type="checkbox"/> Signature Confirmation Restricted Delivery |
| <input type="checkbox"/> Insured Mail | |
| <input type="checkbox"/> Insured Mail Restricted Delivery (or EMS) | |

Domestic Return Receipt

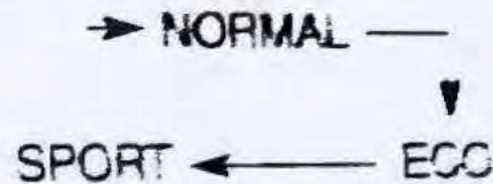
DRIVE MODE INTEGRATED CONTROL SYSTEM

DRIVE mode



The mode changes whenever the DRIVE MODE button is pressed.

■ Except DCT

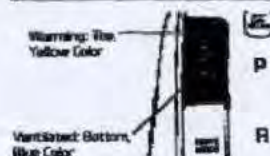


■ For DCT



⊕ When normal mode is selected, ECC is not displayed on the cluster.

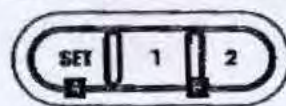
This mode may be selected according to the driver's preference and condition.



- Press top/bottom of button once for high setting (3 LEDs lit).
- Press button twice for medium setting (2 LEDs lit).
- Press a third time for low setting (1 LED lit) and again to turn OFF.

With the seat warmer switch in the ON position, the heating system in the seat turns OFF or ON automatically depending on the seat temperature.

Driver Position Memory System*



To store a seating position into memory, first place the shifter into P (Park) while the ignition switch is ON. Then:

1. Adjust the driver's seat and outside rearview mirror.
2. Press the SET button (A) on the control panel. The system will beep once.
3. Press one of the memory buttons (B) within 5 seconds. The system will beep twice when memory has been stored.
4. "Driver (1 or 2) settings saved" will appear on the instrument cluster LCD display.

USB Ports and Use of Cables

If you encounter difficulty plugging in a compatible USB device, change the orientation of the device (may be upside down). Always use the USB charging cable that has been certified by the device manufacturer. Use of aftermarket cables is **NOT** recommended as they may impact functionality.

Images or graphics for illustration only. *If equipped. 1. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Kia is under license. A Bluetooth® enabled cell phone is required to use Bluetooth® Wireless Technology. 2. iPhone, CarPlay and Siri are registered trademarks of Apple Inc. Android and Android Auto are trademarks of Google LLC. Distracted driving can result in a loss of vehicle control. When operating a vehicle, never use a handheld device or vehicle system that takes your focus away from safe vehicle operation. Always drive safely and use caution.





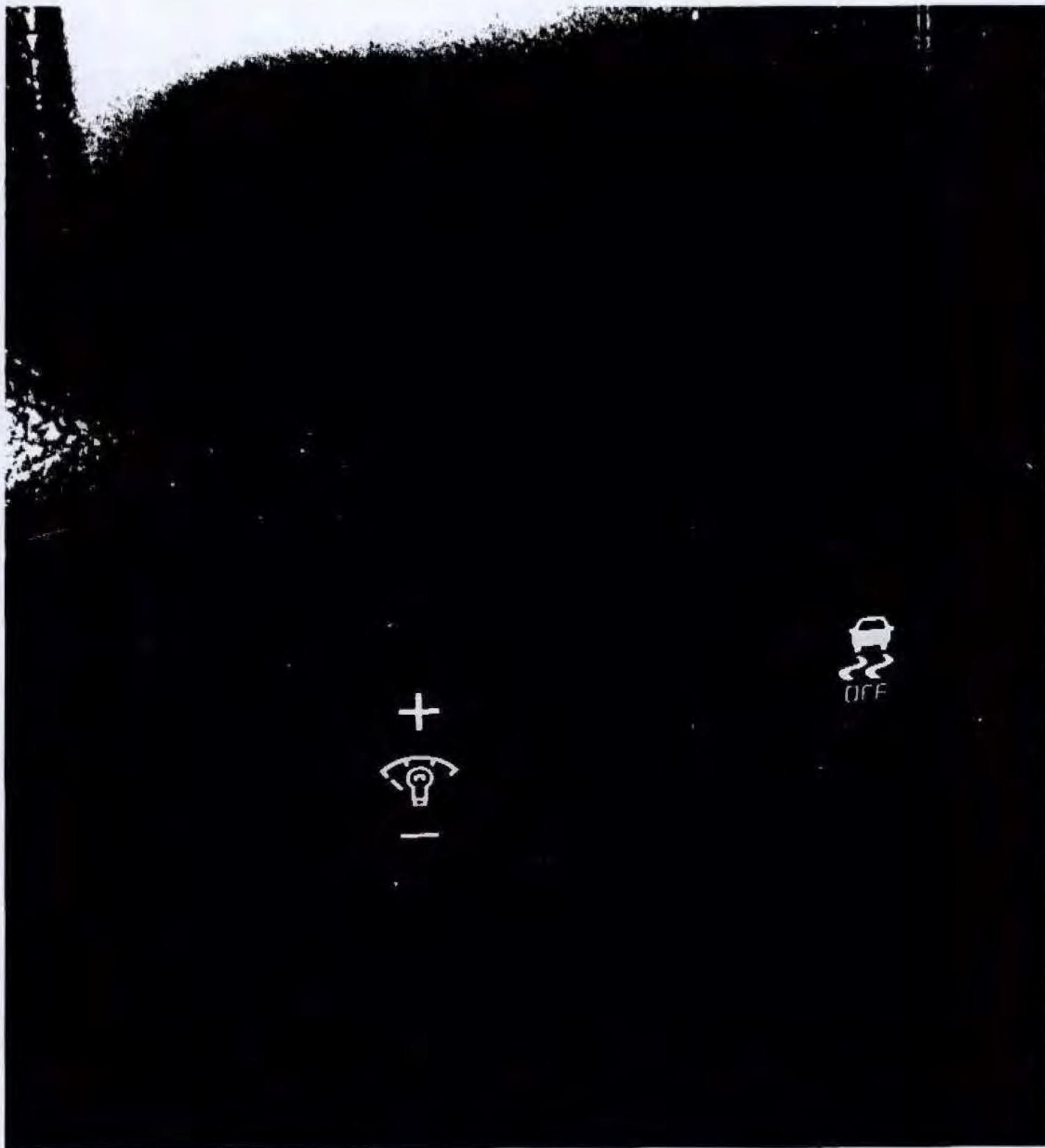
Active ECO helps improve fuel efficiency by controlling the engine and transaxle. But fuel-efficiency can be affected by the driver's driving habits and road conditions.

- When the Active ECO button is pressed the ECO indicator (green) will illuminate to show that the Active ECO is operating.
- When the Active ECO is activated, it does not turn off even though the engine is restarted again. To turn off the system, press the active ECO button again.
- If Active ECO is turned off, it will return to the normal mode.

Limitation of Active ECO operation:

If the following conditions occur while Active ECO is operating, the system operation is limited even though there is no change in the ECO indicator.

- When the coolant temperature is low: The system will be limited until engine performance becomes normal.



Driving your vehicle

When Active ECO is activated:

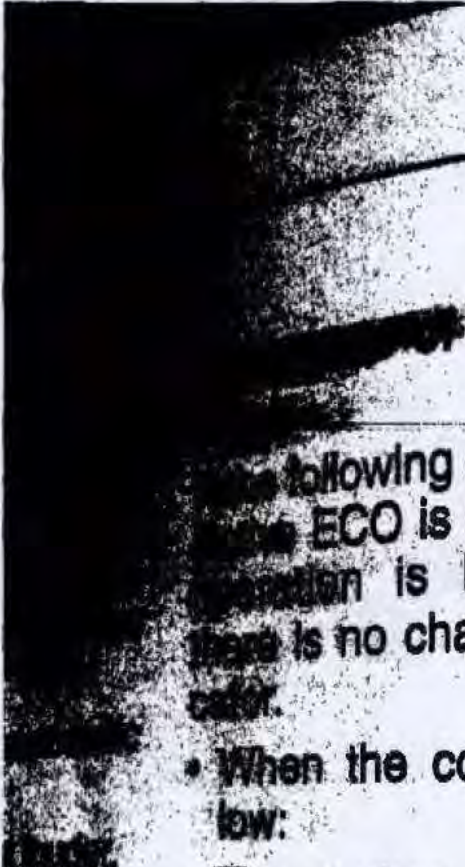
- The acceleration may slightly be reduced even though you depress the accelerator fully.
- The air conditioner performance may be limited
- The shift pattern of the automatic transaxle may change.
- The engine noise may get louder.

The above situations are normal conditions when the Active Eco System is activated to improve fuel efficiency.

Limitation of Active ECO tion:

If the following conditions occur Active ECO is operating, the operation is limited even though there is no change in the accelerator.

- When the coolant temperature is low:
The system will be limited and engine performance becomes normal.
- When driving up a hill:
The system will be limited to 90% power when driving uphill because the engine torque is restricted.
- When using manual mode:
The system will be limited according to the shift location.
- When the accelerator pedal is deeply depressed for a few seconds:
The system will be limited, judging from the accelerator pedal position to speed up.



Active ECO opera-

The following conditions occur while the ECO is operating, the system operation is limited even though there is no change in the ECO indicator.

- When the coolant temperature is low:
The system will be limited until engine performance becomes normal.
- When driving up a hill:
The system will be limited to gain power when driving uphill because the engine torque is restricted.
- When using manual mode:
The system will be limited according to the shift location.
- When the accelerator pedal is deeply depressed for a few seconds:
The system will be limited, judging that the driver wants to speed up.

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SPORT mode

SPORT

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SPORT mode

SPORT

SPORT mode focuses on dynamic driving by automatically adjusting the steering wheel, engine and transaxle system.

- When the DRIVE MODE button is pressed and the SPORT mode is selected, the SPORT indicator (yellow) will illuminate.

- When the SPORT mode is activated, and the engine start/stop button is turned off and on it will change to NORMAL mode. To turn on the SPORT mode press DRIVE MODE button again.

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NOTICE

Sport driv
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r/kia



u/monkeycomand 1y



2018 Kia Forte LX Eco Mode has come on?

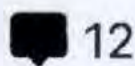
I have a customer that purchased an automatic 2018 Lx Kia Forte. I mean guys it's stock. The ECO light on the dash has come on, the customer states it has also affected the way the vehicle drives.

There's no drive mode button or anything. We've asked all the experienced Kia guys here and we can't figure it out.

Anyone experienced this problem before?

Edit: We "Fixed" it by just unplugging the battery and plugging it back in. It's been almost 2 months now and it hasn't came back on yet

2 upvotes



12



10/17/2019

Reddit - Kia - 2018 Kia Forte LX Eco Mode has come on?



OPEN IN APP



r/kia
8.1k members

u/monkeycomand • May 2, 2018

2018 Kia Forte LX Eco Mode has come on?

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Read More

↑ 2 ↓ 12 Comments

TOP COMMENTS

th3uffering • May 2, 2018

According to this manual, which says its through 2018, there should be a button on the dash to the left of the steering wheel labeled "Active ECO"

↑ 2 ↓

monkeycomand - May 2, 2018

There isn't, there's no eco or drive mode buttons anywhere on the car. It's so bizarre. We're all stumped at my dealership. On the phone with Kia right now to try and find a solution

↑ 2 ↓

bbtpd • May 4, 2018

Have you tried disconnecting the battery to reset the car?

↑ 2 ↓

monkeycomand - May 4, 2018

That's actually what we did to "fix" the car. I'm pretty sure it'll come back on though

10/17/2018

Reddit - Kia - 2018 Kia Forte LX Eco Mode has come on?



OPEN IN APP

nodonme • Aug 10, 2018

Having the same issue.. There is no Mode button on the base model.. Only a plastic cover where the bottom is suppose to be in other Forte models.. So it looks like I'll be disconnecting my car battery.

↑ 2 ↓

monkeycomand • Aug 10, 2018

That's actually how we ended up fixing the problem, customer said hasn't come on back since

↑ 1 ↓

CraftyCharisma • May 2, 2018

ECO definitely changes the way the car drives, your customer isn't wrong there.

My 2018 Sportage LX has a drive mode button.

ACTIVE ECO might not include a button, but be a setting you could change in the HUD between gauges for example, or on the radio unit if possible - ACTIVE ECO might just kick in when it feels the customer driving efficiently.

↑ 1 ↓

npaladin2000 • May 2, 2018

Isn't "ECO" the default driving mode? I think if you move the transmission over into manual mode it switches from "ECO" to "SPORT" but I don't think there's a "NORMAL" mode per-se..."normal" for a hybrid would be "ECO." I think, I don't own one yet but I've been reading up on them (read: obsessing over them).

↑ 1 ↓

monkeycomand • May 2, 2018

That's what a couple guys are saying but none of us have ever seen another Kia Forte have that light on. It's a unique problem

↑ 1 ↓

VIEW ALL 12 COMMENTS

SIMILAR POSTS IN R/KIA



posted in r/kia


Just bought a 2020 Kia Sportage LX, car salesman told me the trunk button isn't actually a power lift gate, so this button only unlocks the trunk so you can open it. Seems off to me?

-   says:

July 4, 2019 at 8:51 pm

I have a 2018 kia forte lx .ther is no button for echo or sport .it gos on and off on its own weird .when i press stability control off echo will not go on .dont like echo .on instruments panel it only says off .off what.sport went on one day by itself .wow much faster better .but went off .dont know why .hate my car .can you help me.


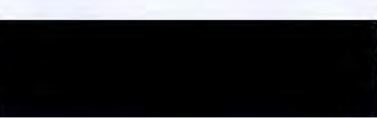
Reply

-   says:

July 14, 2019 at 9:36 am

I recently travelled along the beautiful Cabot Trail in Cape Breton with my new Sorento SX V6. The high elevation changes and numerous sharp corners had me experimenting with the manual shift option. I put the car in sport mode as well. I had so much fun on this highway. Not sure what mode was best for these roads. Any suggestions I might have done different.

Reply

-   says:

July 16, 2019 at 9:11 am

Department at (785)856-8700.


Reply

-  [REDACTED] says:

September 23, 2019 at 1:20 pm

When sport mode goes on by itself. which I hate. What color is sport mode light. On my Kia it's orange. Is this color normal? I hate the fact that I have no control over what mode is driving. I am. It sucks when the light goes on without your control. So what color is sport light on 2018 Kia Forte LX with Sportmatic


Reply

-  [REDACTED] says:

September 24, 2019 at 3:10 pm

Hi there [REDACTED] the sport mode will light up orange on your dash when it is on. We hope this helps and if you have more questions you can always reach out to our Service Department at (785)856-8700!

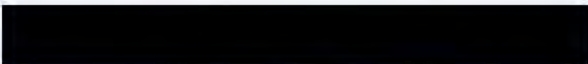
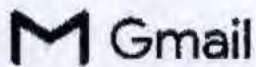
Reply

-  [REDACTED] says:

October 20, 2019 at 4:08 am

the suspension of Kia Optima GT line 2019 is a little bit harder than normal Optima. Is that right?

After approximately 1 year and 9 months of driving my 2018 Kia Forte, the way my vehicle drove began to change and in the same day I noticed that a green ECO light was on in my dashboard. I looked around the vehicle to see what this may be and how to shut this "drive mode" off, to no avail; further, looking into the 2018 Kia Forte Manual on this topic and determined there should be some sort of button or shut off in my car as located in the manual. I initially took my car in to the Pensacola KiaAuto Sport Service Center and advised David Rosa, a service department worker on 9/18/19 that this ECO drive mode was occurring and he advised it was fine to drive that way, saves gas. Although I had relayed to him my concerns of not having the ability to control what drive mode my vehicle is in, I later discovered that Mr. Rosa never even noted my complaint on my service invoice for 9/18/19. On 10/17/19 I came back to the Pensacola Kia Service Center and spoke to two service advisors concerning how Eco Mode just switched to Sport Mode light while driving over to see them about the ECO Mode; once I got to the service center I shut my car off not thinking that light would go off because the Eco does not. Since the light was not on at this time when I went and spoke to the service advisors there was nothing they could do is what I was told. I had the two service advisors sign a sort of statement noting they did see me in on 9/18/19 with David Rosa concerning the issue and my concerns had been previously discussed, but not noted. Prior to my next visit to Kia Autosport Pensacola Service Center, which was 10/23/19, days before I was yielding at a red light in order to turn left, and although there was ample time for me to pass through the green light, my car stalled to accelerate at all until it finally pushed an acceleration to get me through. I was terrified and have been persistent in trying to relay this to Kia Auto Sport Service Center. On 10/23/19 Kia Autosport Pensacola Service Center opened a tech line on this issue. The next visit for this same issue was on 11/27/19. Again on 12/5/19 due to the outstanding issue of the ECO drive mode reappearing, and this time was turned away by David Rosa who said he had no answer for me as the tech line had not gotten back to him, he then wrote down the telephone number for Kia Consumer Affairs; I thought he would have at least shut this drive mode off like instances before as that was my purpose for my 12/5/19 visit to their service center. After leaving Kia Autosport Service Center of Pensacola, on 12/5/19 I called and filed a complaint with Kia Consumer Affairs. All the while Eco drive mode has been on since my 12/5/19 visit (against my 12/5/19 wishes), I go back to Kia Autosport Pensacola Service Center on 12/31/19 as the issue was not resolved at my 12/5/19 visit, and on 12/31/19 the ECO drive mode was reset again, as times before.



Case# [redacted] 2018 Kia Forte LX / 3KPFK4A78JE [redacted]

7 messages

Crane, Ariston [KMA1 <ACrane@kiausa.com>]
To: [redacted]

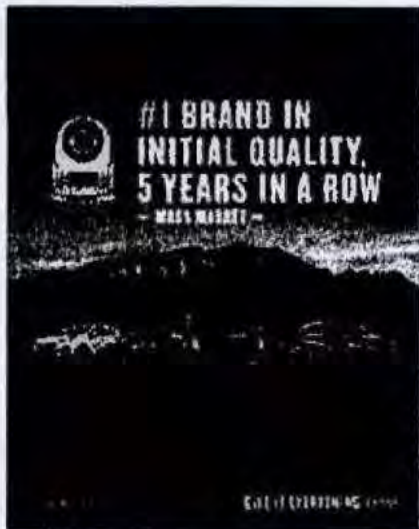
Tue, Feb 4, 2020 at 1:47 PM

Good afternoon [redacted]

My name is Ariston and I am your new case manager as your case has been escalated to my attention regarding your 2018 Kia Forte LX: 3KPFK4A78J [redacted] and would like to be of further assistance to you. I see that you purchased your vehicle back in March 2018 at Kia Autosport in Pensacola, FL and have had your vehicle serviced there as well. Additionally, I'm also aware that you've filed a claim with the Better Business Bureau regarding your concern with the ECO light illuminating.

In order to assist you further, I would like to set up a vehicle inspection appointment at Kia Autosport and have one of our highly trained Field Technical Specialists (FTS) come out to address your current vehicle concern(s). I recently spoke with the FTS regarding his earliest availability to come out for an inspection and was provided a date of Monday March 2nd 2020. If you're able to attend this inspection date please do so by sending a confirmation email stating that you'll be able to drop your vehicle off that day. You would of course be provided a rental or loaner vehicle for the duration of the FTS's inspection. I look forward to hearing from you soon.

Thank you,



Ariston Crane

Sr. E-Case Administrator | Southern Region

Kia Motors America, Inc.

111 Peters Canyon Rd, Irvine, CA 92606

T 949.463.1889 F 949.299.3206 E

ACrane@Kiausa.com

M Gmail



/ Case# [REDACTED] 2018 Kia Forte LX / 3KPFK4A78JE [REDACTED]

7 messages

Crane, Ariston [KMA1 <ACrane@kiausa.com>

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111 Peters Canyon Rd, Irvine, CA 92606

T 949.468.1889 F 949.299.3206 E

ACrane@Kiausa.com



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [REDACTED] Start Date: 1/17/20
 Customer Name: [REDACTED] State: Florida
 VIN: 3KPFK4A78JE [REDACTED] Probable Hearing Location: TBD

This claim is IN Warranty OUT of Warranty
 Has the customer contacted you regarding the claim? YES NO
 Is the VIN listed above correct? YES NO
 If you checked NO, please indicate the correct VIN: _____
 Customer Contact Info: _____

MANUFACTURER'S POSITION

We would like to extend an apology to the consumer if their ownership experience has been less than satisfactory. Rest assured it is never Kia's intent to inconvenience a customer for concerns with their vehicle. Kia Motors America (KMA) has reviewed the customer's concerns with "ECO light comes on while driving," and more specifically as they're mentioned on the repair orders from her visits to Kia Autosport when the vehicle was brought in for service.

The customer states in their Motor Vehicle Defect Notification letter that this ECO light feature affects the way her vehicle drives, however this description is never mentioned upon any of the repair orders during her visits to the dealership. KMA would be happy to investigate this additional concern further, however this was not mentioned during any of the previous visits as evidenced by the repair orders themselves.

The LX (sedan) trim level is not equipped with the ECO button feature, however there is a Forte Sedan LX Popular package available for this trim level that the customer could opt into which would include the drive mode system (Normal, ECO & Sport), however the consumer did not opt to have this Popular Package included when they purchased their vehicle. As you can see from the consumer's sticker label that identifies her VIN: 3KPFK4A78JE [REDACTED] it lists all the features that come standard & are equipped in the vehicle. If the vehicle was equipped with the Popular Package it would be outlined as such on the sticker label. I've also provided an additional document for comparison to illustrate that the 2018 Kia Forte LX with the standard features listed what it standard, versus what options are added should a consumer opt for either the LX Automatic Transmission package or the LX Popular Package.

The reason I mention this, is that the Owner's Manual goes on to provide extensive information regarding the ECO mode feature, how it works and how it affects the way the vehicle drives. However, as you can see from the excerpt from the customer's Owner's Manual (specifically regarding section 5-29) listed in the 3rd paragraph under D (Drive), it specifically mentions where this switch is located if equipped. The consumer's vehicle is not equipped with this switch as further evidenced by the photos they've provided of their vehicle, which can also be verified by a visual inspection of the interior of the vehicle.

Although KMA recognizes that the ECO light has come on in the customer's vehicle and are continuing to work towards addressing this concern, we do not feel this rises to the level of being considered as a substantial impairment to the consumer's use value or safety. Since Florida does not have its own definition for substantial impairment, I searched for a legal definition, which states as follows: Substantial impairment is one that "prevents or severely restricts an individual from doing activities that are of central importance to most people's daily lives and that is permanent or long term." Berry

v. T-Mobile USA, Inc., 490 F.3d 1211, 1216 (10th Cir. Colo. 2007). This is further evidenced by the fact that the customer drives approximately 20K+ miles per year & the vehicle has not been down for service more than 1 day upon each visit, thus not *significantly* affecting the use, value or safety of the vehicle.

Based on the information provided and supporting documentation provided in accordance with the Florida lemon law, KMA does not feel the service history warrants an obligation on the manufacturer's part to replace or repurchase the consumer's 2018 Kia Forte LX: 3KPFK4A78JE [REDACTED] KMA will continue to honor the terms of the New Vehicle Limited Warranty for any diagnosable manufacturer defects in materials or workmanship. At this time KMA will not be offering a repurchase or replacement of the consumer's vehicle.

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Kia Motors America is willing to offer having one of our Field Technical Specialists (FTS) inspect [REDACTED] 2018 Kia Forte LX: 3KPFK4A78JE [REDACTED] for any current vehicle concerns.

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

The customer accepted the offer on ___/___/___

The customer rejected the offer on ___/___/___

The customer has not indicated a response to the offer (yet).

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: March 2nd - 4th 2020 @ Kia of Autosport in Pensacola, FL. Vehicle would be dropped off Monday March 2nd @ 10:00 a.m.

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

Denial of the repurchase/replacement request.

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To:

BBB AUTO LINE

Fax: 703.247.9700

Completed by: Ariston Crane Date: 2/4/20

Future contact:

Phone: (949) 468-1889 Fax: (949) 299-3206

 Driving your vehicle

N (Neutral)

The wheels and transmission are not engaged.

Use N (Neutral) if you need to restart a stalled engine, or if it is necessary to stop with the engine ON. Shift into P (Park) if you need to leave your vehicle for any reason.

Always depress the brake pedal when you are shifting from N (Neutral) to another gear.

D (Drive)

This is the normal forward driving position. The transaxle will automatically shift through a seven-gear sequence, providing the best fuel economy and power.

For extra power when passing another vehicle or driving uphill, depress the accelerator further and the transaxle will automatically downshift to the next lower gear (or gears, as appropriate).

The DRIVE MODE switch, located on the shift lever console, allows the driver to switch from NORMAL mode to SPORT or ECO mode. (If equipped)

For more information, refer to "Drive Mode Integrated Control System" later in this chapter.

⚠ WARNING

- Do not shift into gear unless your foot is firmly on the brake pedal. Shifting into gear when the engine is running at high speed can cause the vehicle to move very rapidly. You could lose control of the vehicle and hit people or objects.
- Do not drive with the shift lever in N (Neutral). The engine Brake will not work and lead to an accident.

*** NOTICE**

Always ensure vehicle is stationary, at a complete stop, before selecting D (Drive).

Forte Sedan LX

Key Standard Features

- 2.0L Atkinson MPI 4-cylinder engine with 147 horsepower
- 6-speed manual transmission
- Four-wheel disc brakes with Anti-lock Brake System (ABS) and Brake Assist System[†] (BAS)
- 18-inch steel wheels with full-wheel covers and P195/65R15 tires
- Electric Power Steering (EPS)
- Projector beam headlights with white bezel
- Remote keyless entry with trunk opener
- Power-adjustable heated exterior mirrors
- AM/FM/CD/MP3/SiriusXMSM audio system
- BluetoothSM wireless technology
- 4 speakers
- USB/multimedia input jacks
- Air conditioning
- Power door locks with two-arms entry system
- Power windows with driver's one-touch auto-down
- Steering-wheel-mounted audio controls^{*}
- Tilt and telescoping steering column
- Trip computer
- 6-way adjustable driver's seat
- 60/40 split-folding rear seats
- Electronic Stability Control (ESC)^{*}
- Vehicle Stability Management (VSM)^{*}
- Hill-start Assist Control (HAC)^{*}

Options & Packages

Forte Sedan LX 6-Speed Automatic Transmission Package, MSRP[†] \$1,100

- Sportmatic[®] shifting
- Trunk lid trim
- Cruise Control with steering-wheel-mounted controls^{*}

Forte Sedan LX Popular Package (requires G A/T), MSRP[†] \$1,000

- Illuminated ignition cylinder ring
- Tweeter speakers
- Drive Mode System (Normal, Eco, Sport)
- Premium cloth-trimmed seats
- IVD eServices^{*} with 7-inch touch-screen Rear Camera Display^{*}, Apple CarPlayTM^{*}, and Android AutoTM^{*}
- Sliding armrest (center console)
- Dual-illuminated rear vanity mirrors
- Overhead reading light and sunglasses holder
- Front passenger seatback pocket
- Rear center armrest with cup holders
- Covered console with dual 12V outlet, USB and auxiliary input
- Auto on/off Headlights

