

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Returning Vehicle Owners Questionnaire with additional documentation
Date: Friday, February 14, 2020 1:59:10 PM
Attachments: [REDACTED]

Hello:

Please see attached form with minor edits, along with additional documentation regarding this concern. Thank you.

[REDACTED]
[REDACTED]
Milton, Florida [REDACTED]
[REDACTED]



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
Repository:
Reference No.: 11292568

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MILTON State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3KPFK4A78JE [REDACTED]
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: Dealer's City: Pensacola Florida State: FL Zip Code: 32505
Transmission Type: Unk Antilock Brakes: Powertrain: FRONT WHEEL DRIVE Multiple Failure: 1 Incident Date(s): ~~22 AUG 2019~~ Oct 2019
 Cruise Control

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): _____ Original Equipment 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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes 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.



Kia AutoSport

Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NAME, ADDRESS, ADVISOR (DAVID), TAXI NO (18292), INVOICE DATE (09/18/19), INVOICE NO, LABOR RATE, LICENSE NO, MILEAGE (31,022), COLOR (AURORA BLK/), STOCK NO, MILTON, FL, 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 8 J E), SELLING DEALER NO (40701), PRODUCTION DATE, F.I.E. NO, F.O. NO, R.O. DATE (09/18/19), BUSINESS PHONE, COMMENTS (E# G4NHHE420742), and MO: [REDACTED].

LABOR table with columns: JOB #, PARTS, DESCRIPTION, TECH(S), and PRICE. Includes jobs for oil change, air conditioning, maintenance decline, inspection, and cabin filter replacement.

TOTAL - LABOR 41.00

PARTS table with columns: JOB #, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Lists items like filter assy, gasket, oil, and cabin air filter.

TOTAL - PARTS 57.25

MISC table with columns: JOB #, CODE, DESCRIPTION, CONTROL NO, PRICE. Lists shop supplies and oil disposal fee.

TOTAL - MISC 6.92

COMMENTS table listing recommended not done/declined services for brakes and tires.

Vertical text on the left margin: This is a customer copy. It is not to be used for anything other than a customer copy.



Kia AutoSport

Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. 18292	INVOICE DATE 09/18/19	INVOICE NO. [REDACTED]
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 31,022	COLOR AURORA BLK/
	YEAR / MAKE / MODEL 18/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 03/03/18	STOCK NO. [REDACTED]	DELIVERY MILES 23
	VEHICLE I.D. NO. 3 K P F K 4 A 7 8 J E	SELLING DEALER NO. 40701	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 09/18/19	
	COMMENTS E# G4NHHE420742			MO: [REDACTED]

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
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	6.92
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	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 - Columbus, OH

Comments

██████████ 2018 FORTE 3KPFK4A78JE ██████████ CUSTOMER WAS IN ON 9/18/2019 WITH DAVID. CONCERNING THE ECU MODE COMING ON ON ITS OWN. COULD NOT LOCATE A BUTTON THAT WOULD TURN ON AND OFF.

CUSTOMER CAME IN 10/17/2019 STATING THE VEHICLE WENT INTO SPORT MODE AND DOES NOT LIKE THAT HER VEHICLE GOES INTO ONE OF THESE MODES WITH OUT HER CONTROL.

 TECH
Service Advisor 10/17/19

OK (F12) || Cancel



Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

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

LABOR	TECH(S)	WARRANTY
J# 1 52K1Z07 INSTRUMENT CLUSTER	TECH(S):12048	
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.		
J# 2 46K1Z06 TIRE SAFETY PATCH	TECH(S):35347	22.50
CUSTOMER STATES THERE IS SCREW IN THE RIGHT FRONT TIRE. PLEASE REPAIR. Tire Repair (Patch) 1 tire		
J# 3 99K1ZKES1MPI EXPRESS 360 INSPECT	TECH(S):35347	0.00
CUSTOMER REQUESTS COMPLIMENTARY EXPRESS MULTI POINT INSPECT PERFORMED COMPLIMENTARY EXPRESS MULTI POINT INSPECTION		
TOTAL - LABOR		22.50
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A A1 SHOP SUPPLIES		2.70
JOB # 2 WW WHEEL WEIGHTS		2.00
TOTAL - MISC		4.70
COMMENTS-----RECOMMENDED NOT DONE/ DECLINED SERVICES-----		
TOTALS-----		
***** TOTAL LABOR....		22.50
* TOTAL PARTS....		0.00
* [] CASH [] CHECK CK NO. []		0.00
* [] VISA [] MASTERCARD [] DISCOVER		0.00
* [] AMER XPRESS [] OTHER [] CHARGE		4.70
***** TOTAL MISC CHG.		0.00
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 Hyundai and Kia brands are trademarks of Hyundai Motor Company and Kia Motors Group.



Kia AutoSport

Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO, ADVISOR (DAVID), INVOICE DATE (11/27/19), MILEAGE (36,259), VEHICLE INFO (18/KIA/FORTE/4DR SDN LX AT), and VIN (3 K P F K 4 A 7 8 J E).

LABOR table with 3 entries: 1. INSTRUMENT CLUSTER (TECH(S):12048), 2. DRIVABILITY CONCERN (TECH(S):12048), 3. EXPRESS 360 INSPECT (TECH(S):12048). Total labor is 0.00.

COMMENTS: SHUTTLE

TOTALS section showing a breakdown of costs: TOTAL LABOR 0.00, TOTAL PARTS 0.00, TOTAL SUBLET 0.00, TOTAL G.O.G. 0.00, TOTAL MISC CHG. 0.00, 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

Vertical text on the left margin: This is a copy of the original document. It is not a contract. It is for informational purposes only.

Kia Consumer Aff.

800-333-4542

12/5/2019


David Rosa →



DAVID ROSA
drosa@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



Kia AutoSport

Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TRK NO. 18292	INVOICE DATE 12/31/19	PHONE NO. [REDACTED]
[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 ID NO. 3 K P F K 4 A 7 8 J E [REDACTED]		SELLING DEALER NO. 40701	PRODUCTION DATE
	F.T.E. NO.	REF. NO.	R.O. DATE 12/31/19	
RESIDENCE PHONE [REDACTED]	COMMENTS E# 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

The Reynolds and Reynolds Company EBAN/TH/WE (0007/AS) 01/15/04



Kia AutoSport

Phone: (850) 457-7772 • www.kiaautosport.com
6637 Pensacola Blvd. • Pensacola, Florida 32505

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO, NAME (DAVID), ADDRESS (MILTON, FL), VIN (3 K P F K 4 A 7 8 J E), MILEAGE (38,736), and INVOICE DATE (12/31/19).

- LABOR list with 4 items: 1. EXPRESS OIL CHANGE (6.00), 2. INSTRUMENT CLUSTER (WARRANTY), 3. TRUNK LATCH (WARRANTY), 4. EXPRESS 360 INSPECT (INTERNAL).

Table with 6 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE, PRICE. Lists parts like FILTER ASSY-ENG, GASKET-OIL PLUG, OIL, and LATCH ASSY-TRUN.

MISC table with 4 columns: JOB #, CODE, DESCRIPTION, CONTROL NO, PRICE. Lists SHOP SUPPLIES and OIL DISPOSAL FEE.

- COMMENTS section with 2 items: 01K1ZWIPERBLADE (declined service, \$29.84) and 01K1ZAIRFILTER (install air filter, \$52.58).

Vertical text on the left margin: THE INFORMATION CONTAINED HEREIN IS THE PROPERTY OF KIA MOTORS AMERICA, INC. © 2019

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
off + 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 Model Forte Year 2018

VIN 514K1114719781011 [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 Address [redacted] Home phone [redacted]
Milton, FL Work phone [redacted]
Signature [redacted]
Date Mailed _____

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 558

2. Article Number (Transfer from service label)



A. Signature

[Handwritten Signature]

B. Received by (Printed Name)

Donald E. [Signature]

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No



3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail (over \$500) Restricted Delivery
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

DRIVE MODE INTEGRATED CONTROL SYSTEM

DRIVE mode



0YD066039L

The drive mode may be selected according to the driver's preference and road condition.

The mode changes whenever the DRIVE MODE button is pressed.

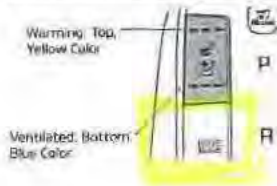
■ Except DCT



■ For DCT



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



- 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

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 and engine performance becomes normal.

- When driving up a hill:
The system will be limited to reduce 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 according to speed up.

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.

- 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.

SPORT mode

SPORT

SPORT
dynam
matica
steerir
and tra

- When
button
the
selec
indica
minat

- When
is ac
engin
is turr
chang
mode
SPOF
DRIV
again.

CO opera-

occur while the system en though ECO indi-

perature is

mitted until comes nor-

ted to gain ill because tricted.

de:
ed accord-

pedal is
few sec-

SPORT mode

SPORT

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

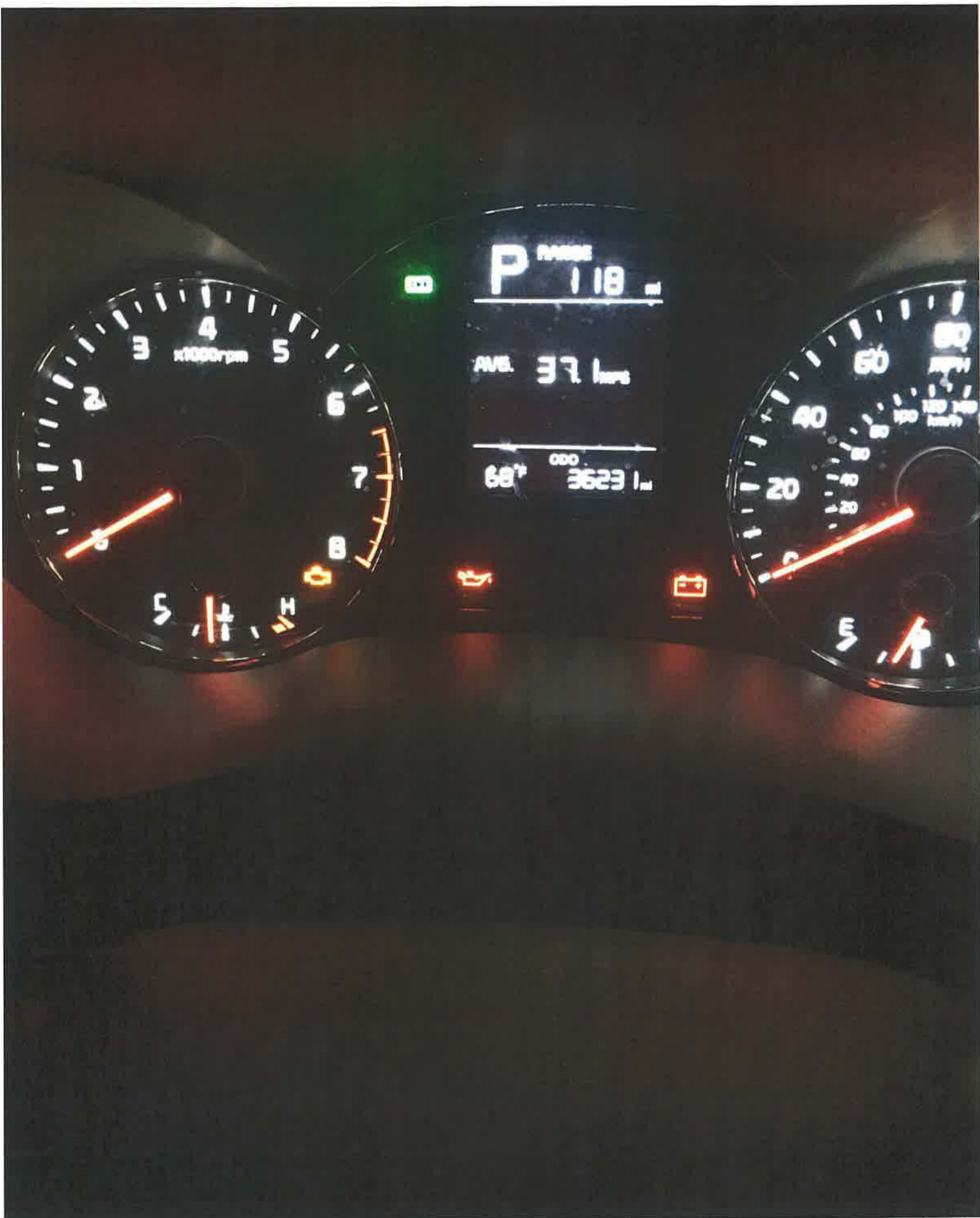
- When the DRIVE MODE button is pressed and the SPORT mode is selected, the SPORT indicator (yellow) will illuminate.
- When the SPORT mode is activated, and the engine start/stop button is turned off and on it will change to NORMAL mode. To turn on the SPORT mode press DRIVE MODE button again.

• It
e
-

*NOTICE

In Sport driv
ency may de

ECO



Battery icon

P RANGE 118 mi

AVG. 37.1 mpg

68° 3623 mi

Oil pressure light

Battery symbol





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 come back on yet

[- updates -](#)





r/kia
6.1k members

u/monkeycomand • May 2, 2018

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

Read More

↑ 2 ↓ 12 Comments

TOP COMMENTS

th3suffering • 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 ↓ 0

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 ↓ 0

bbtpd • May 4, 2018

Have you tried disconnecting the battery to reset the car?

↑ 2 ↓ 0

monkeycomand • May 4, 2018

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



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 salesmen 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?



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

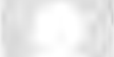
Reply

•  [REDACTED] says:

September 23, 2019 at 1:20 pm

When sport mode gos on by itself.wich i hate .what color is sport mode light .on my kia its orange.is this color. Normal?i hate the fact that i have no control over what mode driveing.i am .it sucks when echo light gos on with out 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.



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

7 messages

Crane, Ariston [KMA] <ACrane@kiausa.com>

Tue, Feb 4, 2020 at 1:47 PM

To: [Redacted]

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: 3KPFK4A78JE [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 949.468.1889 F 949.299.3206 E

ACrane@Kiausa.com



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

7 messages

Crane, Ariston [KMA] <ACrane@kiausa.com>

Tue, Feb 4, 2020 at 1:47 PM

To: [REDACTED]

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: 3KPFK4A78JE [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 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [REDACTED]
Customer Name: [REDACTED]
VIN: 3KPFK4A78JE [REDACTED]

Start Date: 1/17/20
State: Florida
Probable Hearing Location: TBD

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

- | | |
|---|--|
| <input checked="" type="checkbox"/> IN Warranty | <input type="checkbox"/> OUT of Warranty |
| <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

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

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)
- 15-inch steel wheels with full-wheel covers and P195/05R15 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/SiriusXM** audio system
- Bluetooth** wireless technology
- 4 speakers
- USB/auxiliary input jacks
- Air conditioning
- Power door locks with two-turn 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
- UVO eServices* with 7-inch touch-screen Rear Camera Display*, Apple CarPlay™*, and Android Auto™*
- Sliding armrest (center console)
- Dual-illuminated visor 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

2018 FORTE LX

MODEL/OPTION CODE: C342Z/420
 EXTERIOR COLOR: AURORA BLACK
 INTERIOR COLOR: BLACK
 VEHICLE ID NUMBER: 3K1FAA88L
 PORT OF ENTRY: BRUSARCA

Sold To: F160
 In Accordance With:
 9537 PENNAOLA BLVD
 PERMADOLA, 3559

Ship To: F192



STANDARD FEATURES

MECHANICAL
 2.0L Multi-Point Injection (MPI) 4-Cyl Engine
 6-Speed Automatic Transmission
 15" Steel Wheels with Wheel Covers

SAFETY
 Dual Front Advanced Airbags
 Front Seat-Mounted Side Airbag
 Full-Length Side Curtain Airbags
 Lower Anchors and Tethers for Children (LATCH)
 Anti-Lock Braking System (ABS)
 Traction Control System (TCS)
 Electronic Stability Control (ESC)
 Vehicle Stability Management (VSM)
 Hill-start Assist Control (HAC)
 Tire Pressure Monitoring System (TPMS)

INTERIOR, COMFORT & CONVENIENCE
 Air Conditioning
 Power Windows, Door Locks & Outside Mirror
 AM/FM/CD/MP3 Audio System
 SIRIUSXMSM satellite 3 mo. subscription*
 USB / Auxiliary Input Jacks
 BluetoothSM Wireless Technology
 Adjustable Driver's Seat
 60/40 Split Folding Rear Seats
 Remote Keyless Entry w/ Trunk Open
 Cruise Control
 Tilt & Telescopic Steering Column
 Steering Wheel Controls (Bluetooth/Audio/Cruise)
 Trip Computer

EXTERIOR
 Single Projection Headlight
 Variable Intermittent Front Windshield Wipers

WARRANTY
 10 Year/100,000 Mile Limited Powertrain Warranty
 5 Year/60,000 Mile Roadside Assistance
 3 Year/50,000 Mile Limited Basic Warranty
 Ask dealer for details

MANUFACTURER'S SUGGESTED RETAIL PRICE

ADDITIONAL INSTALLED EQUIPMENT
 (In addition to or in place of standard features)
 Aurora Black Paint
 Carpeted Floor Mats

\$ 17,966.00

\$296.00
 \$126.00

MSRP INCLUDING OPTIONS

BEANS FRONT-IT AND HANDLING

\$ 18,220.00

\$ 895.00

TOTAL MANUFACTURER'S SUGGESTED RETAIL PRICE

\$ 19,115.00

TOTAL ADDITIONAL WEIGHT: 5.0



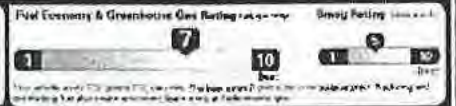
Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy
32 MPG
combined city/hwy
29 MPG
city
37 MPG
highway
 3.1 gallons per 100 miles

You save \$1,250
 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,100



fuel economy.gov
 Calculate environmental attributes for different vehicles.

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score: ★ ★ ★ ★ ★

Based on the combined rating of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal	Driver	★ ★ ★ ★ ★
Crash	Passenger	★ ★ ★ ★ ★
<small>Based on the number of stars in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.</small>		
Side	Front seat	★ ★ ★ ★ ★
Crash	Rear seat	★ ★ ★ ★ ★
<small>Star ratings based on the risk of injury in a side impact.</small>		
Rollover		★ ★ ★ ★ ★
<small>Star rating based on the risk of rollover in a single-wheel crash.</small>		

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CAR LINE U.S./CANADIAN PARTS CONTENT: 2 %

MAJOR SOURCES OF FOREIGN PARTS:
 MEXICO: 41%
 KOREA: 57%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION OR OTHER NON-PARTS COSTS

FOR THIS VEHICLE
FINAL ASSEMBLY POINT:
 PESQUERA, NL, MEXICO

COUNTRY OF ORIGIN:
 ENGINE: MEXICO
 TRANSMISSION: MEXICO

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
 Source: National Highway Traffic Safety Administration (NHTSA).
www.safercar.gov or 1-866-327-4236

All information, except fuel economy, is based on EPA's New Car Model's Environmental and Performance Information System. Emissions and fuel economy and all other information are subject to change and are not intended to be used for any other purpose.