



**SC113 – 2014 MY FORTE COOLING FAN RESISTOR
VOLUNTARY SAFETY RECALL CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall on 2014 MY Forte vehicles equipped with 1.8L and 2.0L engines to replace the cooling fan resistor and/or the multi-fuse unit that protects the cooling fan circuit. For vehicles equipped with 1.8L engines, the ECU (Engine Control Unit) will also be reprogrammed.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2014 MY Forte vehicles manufactured from December 5, 2012 through April 17, 2014, equipped with the 1.8L and 2.0L engines. Forte vehicles equipped with the 1.6L engine are not affected by this recall.*

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

A3. *Approximately 86,880 vehicles are affected by this campaign.*

Q4. What is the concern with the cooling fan resistor?

A4. *Under certain circumstances, the cooling fan resistor can experience heat damage and create the risk of a potential fire.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to correct the condition. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Owners of vehicles produced from December 5, 2012 to January 27, 2014 will have the cooling fan resistor and multi-fuse unit replaced. Owners of vehicles produced from January 28, 2014 to April 17, 2014 will have only the multi-fuse unit replaced. For vehicles equipped with 1.8L engines, the ECU will also be reprogrammed.*

Q6. Why do certain vehicles get both the cooling fan resistor and multi-fuse unit replaced while others only get the multi-fuse unit replaced?

A6. *Kia had incorporated an improved cooling fan resistor in vehicles produced after January 27, 2014. As result, the cooling fan resistors in those vehicles do not need to be replaced.*

Q7. Why do the 2014 MY Forte vehicles equipped with a 1.8L engine also get ECU software update?

A7. *For Forte vehicles equipped with 1.8L engines, the ECU (Engine Control Unit) logic must be reprogrammed to become compatible with the replacement multi-fuse unit. The ECU for the 2.0L engine comes with compatible logic from the factory.*

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

Q9. What should vehicle owners do when they receive the notification?

A9. *Owners should contact their Kia dealer to schedule a service appointment to have the repair performed.*

Q10. Have there been any deaths or injuries as a result of this defect?

A10. *There have been no deaths or injuries as a result of this condition.*

Q11. Has Kia had any litigation regarding this defect?

A11. *No.*

Q12. Will this cost vehicle owners any money?

A12. *No. The repairs associated with this recall campaign will be performed at no cost to the customer.*

Q13. What about customers who may have already paid to have the situation corrected?

A13. *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:*

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)**

Q14. How long will the repair take?

A14. *The estimated time which will be required to repair your vehicle can range from approximately one to two hours, depending on the corrective action required. However, the actual time can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

Q15. How will owners of the affected vehicles be notified?

A15. *Kia will be notifying owners of the affected vehicles by first-class mail on February 20, 2015.*

Q16. If a customer has an immediate question, where can they get further information?

A16. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*