



**SC158 – 2012-2014 MY FORTE AND FORTE KOUP BRAKE PEDAL STOPPER PAD
SAFETY RECALL CAMPAIGN
Q & A**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall to replace the brake pedal stopper pad with an improved one.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2012-2014 MY Forte and Forte Koup vehicles, manufactured from May 2, 2012 through February 28, 2014.*

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

A3. *Approximately 134,366 vehicles.*

Q4. What is the concern with the brake pedal stopper pad?

A4. *The material of the brake pedal stopper pad, which is located between the stop lamp switch and the brake pedal arm, may deteriorate over time allowing the stop lamp switch plunger to remain extended when the brake pedal is released. A deteriorated pad can result in 1) the continuous illumination of the stop lamps, 2) illumination of the traction control warning lamp, 3) the ability to move the shift lever without depressing the brake pedal and/or 4) activation of the engine management system's brake pedal override feature.*

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will be instructed to replace the brake pedal stopper pad with an improved one. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed March 21, 2016.*

Q6. How was the issue discovered?

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

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

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

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

A8. *No.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The replacement of the brake pedal stopper pad will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the brake pedal stopper pad replaced?

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail your documentation directly to Kia for review and consideration at the following address:*

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

Q12. How long will the repair take?

A12. *The estimated time required to replace the brake pedal stopper pad in the vehicle is less than one (1) hour. Contact the dealer for an exact estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience.*

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

A13. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **January 30, 2018**.*

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

A14. *No.*

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

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