



**SC171 –2019 MY FORTE LED HEADLAMPS  
SAFETY RECALL CAMPAIGN  
Q & A**

**November 26, 2018**

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

A1. *Kia is conducting a safety recall campaign to inspect, and if necessary, replace the LED headlamps installed on certain 2019 MY Forte vehicles, manufactured from July 24, 2018 through September 17, 2018. The LED headlamps fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, Lamps, Reflective Devices, and Associated Equipment. The non-compliance may cause insufficient visibility of the roadway due to improperly aimed headlamps, thereby increasing the risk of a crash.*

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

A2. *Certain 2019 MY Kia Forte vehicles with LED headlamps, manufactured from July 24, 2018 through September 17, 2018.*

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

A3. *Approximately 1,754 vehicles are included in this campaign.*

**Q4. What is the concern with the LED Headlamps?**

A4. *The LED headlamps may have been produced with improper low-beam lamp aiming, resulting in potential leftward deviation in the aiming of the low-beam lamps. Insufficient visibility of the roadway caused by improperly aimed headlamps can increase the risk of a crash.*

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

A5. *Kia has advised its authorized dealers to inspect the headlamps and, if headlamp aiming is out of specification, replace the headlamp(s)*

**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. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted. The estimated time required to inspect and perform necessary repairs will be approximately one (1) hour. However, the vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.*

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

A8. *There have been no deaths or injuries.*

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

A9. *No.*



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

A10. *No. Kia will perform the recall repair at no cost to the customer.*

**Q11. What about customers who may have already paid to have this issue remedied?**

A11. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail their 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  
1-800-333-4542**

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

A12. *The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. We recommend that the customer contact the dealer for an exact estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize your convenience).*

**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 **November 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](http://www.kia.com) (Owner's Section).*