



September 30, 2021

## INTERIM NOTICE

# ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

This is an INTERIM notice as Kia is currently working on obtaining the remedy part. The purpose of this communication is to keep you informed of Kia's recall implementation plan. We will send you another notice as soon as the remedy part becomes available.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Recall Campaign on certain 2016-2018 MY 4-door & 2-door Forte vehicles manufactured from March 2, 2016 through July 27, 2018 and certain 2018-2019 MY 4-door Rio vehicles manufactured from June, 1 2017 through July 5, 2019.

In high-temperature conditions, a thermal crack can develop in the pawl of the trunk latch which can intermittently cause the trunk's interior emergency release to be inoperative. As a result, the subject vehicles fail to comply with the requirements of FMVSS 401, "Interior Trunk Release". In the rare event that a person is inside the trunk compartment at the same time the latch pawl cracks, the person may not be able to get out of the trunk. The inability to get out of the trunk increases the risk of injury.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) once the remedy part is available.

Enclosed you will find a copy of the interim owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that once the remedy part becomes available, any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of [www.kia.com](http://www.kia.com). Kia will mail interim notices to the affected vehicle owners on **October 5, 2021**. A follow-up notice will be mailed once the remedy part becomes available.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Noncompliance Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.**

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this noncompliance recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,  
Kia Service Department