



September 22, 2023

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2023 MY Forte vehicles manufactured from April 12, 2023 through June 7, 2023.

Due to a manufacturing error, one of the joint connection points of the right front lower control arm (LCA) to the vehicle's crossmember may have been improperly welded. Over time, an improperly welded joint can fatigue and break causing partial separation of the LCA from the vehicle's crossmember. If partial separation occurs, the vehicle's front toe angle may change impacting the vehicle's steering, thereby increasing the risk of a crash.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Kia dealers will be instructed to replace the right front lower control arm with a new one. **Customers will be instructed NOT to drive their vehicles, and have their vehicles towed to an authorized Kia Dealer to have this recall performed.** This recall will be performed free of charge at no cost to the customer.

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 during the week of September 25, 2023.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that 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. Kia will mail notices to the affected vehicle owners beginning on **September 27, 2023**.

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 Safety Recall Campaign 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 safety 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
Enclosures