



2023 MY FORTE VEHICLES - RIGHT FRONT LOWER CONTROL ARM
SAFETY RECALL CAMPAIGN (SC283)

Q & A

September 22, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to address a condition involving the right front lower control arm.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2023 MY Forte vehicles manufactured from April 12, 2023 through June 7, 2023.*

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

A3. *Approximately 3,866 vehicles.*

Q4. What is the concern with the Right Front Lower Control Arm?

A4. *Due to a supplier 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.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will be instructed to replace the right front lower control arm with a new one.*

Q6. How will owners of the affected vehicles be notified?

A6. *All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on September 27, 2023.***

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

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them. Customers are also instructed NOT to drive their vehicles, and have their vehicles towed to an authorized Kia Dealer to have this recall performed.*

Q8. Where were these vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in Mexico.*

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).