



QUESTIONS AND ANSWERS

SC150 – 2014-2016 MY Kia Forte Vehicles Equipped with 1.8L Engine and California Emissions ECM Software Update Voluntary Emissions Recall Campaign

January 9, 2018

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Recall Campaign on certain 2014-2016 MY Kia Forte 1.8L SULEV engine and 6-speed transmission vehicles designed to meet California emissions to update the Engine Control Module ("ECM") software programming, since it may not be in compliance with California Air Resources Board (CARB) emissions regulations.*

Q2. What vehicles are affected by this emissions recall campaign?

A2. *Certain 2014-2016 MY Kia Forte vehicles equipped with the 1.8L engine designed to meet California emissions, manufactured from January 31, 2013 through March 23, 2016. **NOTE: Vehicles designed to meet Federal emissions are NOT included in this campaign.***

Q3. What is the problem with the ECM programming?

A3. *Certain 2014-2016 MY Kia Forte vehicles may exhibit an issue with carbon monoxide control that could cause the vehicle to release air pollutants which exceed California Air Resources Board (CARB) emissions standards.*

Q4. Can you describe the emissions recall campaign and fix?

A.4 *All owners of the affected 2014-2016 MY Kia Forte vehicles equipped with the 1.8L engine designed to meet California emissions will be notified of this condition, and asked to contact their Kia dealer to have the update performed on their vehicle.*

A5. Have there been any deaths or injuries as a result of this issue?

A5. *No*

Q6. Has Kia had any litigation regarding this issue?

A6. *No*

Q7. Will this cost Forte owners any money?

A7. *No. It will not cost the customer any money to have the service campaign performed.*

Q8. How long will the repair take?

A8. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q9. How will owners of the affected vehicles be notified?

A9. *Kia will be notifying owners of the affected vehicles by first-class mail on **January 16, 2018.***

Q10. Where were the vehicles produced?

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A10. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q11. How many vehicles are included?

A11. *Approximately **61,023** Kia Forte vehicles equipped with the 1.8L engine designed to meet California emissions, manufactured from January 31, 2013 through March 23, 2016.*

Q12. Are there any restrictions on an owner's eligibility?

A12. *No.*

Q13. If a customer has an immediate question, where can they get further information?

A13. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*