



December 2, 2020

Attention: All Kia Parts and Service Managers

Kia Motors America, Inc. will be conducting a Voluntary Emissions Service Campaign to improve the Transmission Control Module (TCM) logic and if necessary, replace the Intelligent Variable Transmission (IVT) on the following vehicles:

<u>Model Year</u>	<u>Model</u>	<u>Production Date</u>
2019-2020	Forte	7/9/2018 - 4/2/2020
2020-2021	Soul	11/24/2018 - 4/17/2020
2021	Seltos	11/20/2019 - 4/10/2020

The affected vehicles may exhibit a lack of acceleration or delay in accelerating due to transmission slippage, in addition to the illumination of Malfunction Indicator Lamp (MIL). **Please note this campaign was previously referred as 'SA424' (or TSB ELE200).** The updated Technical Service Bulletin (TSB) that provides Vehicle Repair Procedures, Affected VIN Production Range, and Warranty Claim Information will be published on **December 2, 2020.**

PARTS INFORMATION –Part supply will be limited due to the scope of the campaign. A valid VIN will be required for order entry.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue. Also enclosed is a supply of Emissions Recall Proof of Correction Cards and Campaign Stickers to cover the number of vehicles retailed out of your dealership (**CA and S177 Dealers Only**). A list of retail owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification. **The owner notification will be mailed on December 3, 2020.**

Please start performing the repairs on any of the affected vehicles currently in your inventory prior to selling the vehicle to a retail customer.

For California Dealers ONLY

- The State of California has implemented the Registration Renew/Recall Tie-In Program that requires the completion of Emission Recalls prior to vehicle registration renewal.
- Be sure to provide a filled-out Emissions Recall Proof of Correction Card to each owner upon completion of the campaign for owner use as proof of completion during registration renewal. Instructions for filling out this card can be found in the TSB. It is also required to affix a campaign completion sticker under the hood of the vehicle.

For Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington dealers ONLY:

- The above-named states require that a filled-out Emissions Recall Proof of Correction Card be provided to each owner for use, if requested, at vehicle registration renewal. Instructions for filling out this card can be found in the TSB. It is also required to affix a campaign completion sticker under the hood of the vehicle.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

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 Motors 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 voluntary emissions recall campaign, and for no other purpose

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Attachments