PRODUCT IMPROVEMENT CAMPAIGN

August 11, 2021

Dear Kia Forte and Forte Koup Owner:

Kia America, Inc. is conducting an important Product Improvement Campaign to perform a software update on 2016 MY Kia Forte and Forte Koup vehicles equipped with 2.0-liter GDI engines to protect the engine from excessive connecting rod bearing damage.   The update will be done free of charge and will only involve the addition of newly developed computer software for the Engine Control Unit ("ECU").

Why is Kia Conducting This Product Improvement Campaign?

Kia has developed a Knock Sensor Detection System ("KSDS") that detects vibrations indicating the onset of excessive connecting rod bearing wear in the engine.   The KSDS is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage including engine failure.

What Will Kia Do?

- At no cost to you, Kia will perform a software update to the ECU in your vehicle.

- Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the date the vehicle was first put into service, whichever occurs first, for both new and used vehicle owners.

What Should You Do?

- Please contact your authorized Kia dealer immediately to have the KSDS software installed on your vehicle and to take advantage of this extended warranty on your engine should your engine suffer damage due to excessive connecting rod bearing wear in the future.   The estimated time required to update the ECU in your vehicle is approximately one (1) hour, depending on your dealer's schedule.   We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.

- To find your nearest Kia dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*:

IMPORTANT

- **Continue to follow the maintenance schedule outlined in Section 7 (Maintenance) of your vehicle's Owner's Manual.**
- Improper maintenance during the warranty period, including the extended warranty Kia is providing, may affect warranty coverage.   In order to maintain the warranty on your engine, you must maintain it in accordance with the time and mileage specifications provided in your vehicle's Owner's Manual, using quality products meeting Kia's specifications.
- You should retain documents that show proper maintenance has been performed in order to establish compliance in the event the diagnosed engine-related condition is determined to exist as the result of a lack of maintenance as indicated by the condition of the engine.

- Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing Kia dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What Will Happen Once The Knock Sensor Detection System Software Update Has Been Completed?

If excessive bearing wear is detected after the KSDS software update has been completed, the following will occur:

1. **The Malfunction Indicator Lamp ("MIL") will blink continuously,** and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].

 Malfunction Indicator Lamp ("MIL")

2. **Your vehicle can continue to be operated for a limited time in Limp Home Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed.** Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.

Should the above occur in your vehicle (blinking MIL and Limp Home Mode), contact your Kia dealer immediately to have your vehicle inspected.

> **WARNING:**
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> o **If you ignore the blinking MIL and continue to drive your vehicle in Limp Home Mode for an extended number of miles, your vehicle may eventually experience severe engine damage and stall.**
> o The Kia service technician will be able to read how long you have driven your vehicle after the KSDS is activated.
> o It is important that you understand that an abusive failure to take the vehicle to a Kia dealer after KSDS activation may void the extended warranty KMA is providing with completion of this Product Improvement Campaign.

Have You Changed Your Address Or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

- Should you have any questions regarding this warranty extension or if your Kia dealer does not respond to your service request in a timely manner, please contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:
- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App.** The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.*
- ***Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code***