



QUESTIONS AND ANSWERS
SC203 - 2017-2018 MY FORTE ECM SOFTWARE UPDATE
VOLUNTARY EMISSIONS SERVICE CAMPAIGN
OCTOBER 21, 2021


Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to update the software programming on the vehicle's Engine Control Module (ECM).*

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

A2. *The vehicles affected by this emissions service campaign are certain 2017-2018 MY Forte vehicles equipped with the 2.0-Liter Multi-Port Injection (MPI) engine.*

Q3. What is the issue with the Engine Control Module?

A3. *The affected vehicles may have had a software update that turned off certain fuel system monitoring functions. While this issue has no effect on the drivability of the vehicle, nor does it release any air pollutants, the vehicle may fail a SMOG check and/or may not illuminate the Malfunction Indicator Lamp (MIL)  in the instrument panel for certain fuel system failures.*

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

A4. *All owners of the affected vehicles will be notified of this condition and asked to contact their Kia dealer to have the software programming update performed on their vehicles.*

Q5. Will this cost owners any money?

A5. *No. It will NOT cost the customer any money to have the service campaign performed.*

Q6. How long will the repair take?

A6. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first class mail on **October 26, 2021**.*

Q8. Where were the vehicles produced?

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

Q9. How many vehicles are included?

A9. *Approximately 1,367 vehicles are included in this campaign.*

Q10. 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 Consumer Assistance 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).*