



August 26, 2020

**Attention: All Kia Parts & Service Managers**

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect, and if necessary, replace the left front axle driveshaft on certain 2019 MY Kia Forte vehicles manufactured from April 26, 2019 through May 22, 2019. Due to a supplier error, the left front axle driveshaft may not have been heat-treated. A driveshaft that has not been heat-treated is more susceptible to breaking. A broken driveshaft can result in a sudden loss of motive power, thereby increasing the risk of a crash.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) on **August 26, 2020**.

Enclosed you will find a draft copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of Kia Forte vehicle owners affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC195** to generate the list.

**PARTS INFORMATION:** As the need for the Driveshaft (LH) Assembly replacement is expected to be low, a valid VIN will be required for order entry.

**NOTE:** Dealers will be able to submit for reimbursement of alternate transportation expenses in the same manner as normal warranty claims in WebDCS.

Notices to the affected vehicle owners will be mailed on **September 2, 2020**. Please start performing the repairs immediately on any affected vehicles currently in your inventory.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their 2019 Kia Forte vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g. flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.**

**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 safety recall campaign, and for no other purpose.

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

Sincerely,

Kia Service Department

Enclosures