

**SC195 – 2019 MY KIA FORTE DRIVESHAFT SAFETY RECALL CAMPAIGN
Q & A**

August 26, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors is conducting a safety recall on some 2019 MY Kia Forte vehicles to inspect, and if necessary, replace the left front axle driveshaft.*

Q2. What vehicles are affected by the recall?

A2. *Some 2019 MY Kia Forte vehicles manufactured from April 26, 2019 through May 22, 2019.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 834 vehicles are affected by this recall.*

Q4. What is the concern with the Driveshaft Assembly?

A4. *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.*

Q5. Can you describe the recall campaign fix?

A5. *Kia will instruct authorized dealers to inspect the left front axle driveshaft for a heat treatment verification code. If the heat treatment verification code is missing, the driveshaft will be replaced with a new one. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted.*

If, prior to the recall repair is performed, the customer hears a loud noise coming from the front wheel area and/or experiences a loss of drive power, the customer should immediately stop driving the vehicle and contact Kia Roadside Assistance at 800-333-4Kia (4542) to request that the vehicle be towed to the nearest Kia dealer for inspection and repair as soon as possible.

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the recall repair at no cost to the customer.*

Q9. What about customers who may have already paid to have this issue remedied?

A9. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:*

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q10. How long will the repair take?

A10. *The estimated time required to perform necessary work will be approximately one to two hours. However, the vehicle may be needed longer; therefore, it is recommended that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience).*

Q11. How will owners of the affected vehicles be notified?

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **September 2, 2020**.*

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. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).*