



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

(Follow-Up Notice)

(NHTSA Recall Number: 21V260)

This notice applies to your vehicle: (Insert VIN)

August 16, 2021



### THE REMEDY PART IS NOW AVAILABLE.

Dear Kia Forte Owner:

#### **Kia has identified a defect in your vehicle which relates to motor vehicle safety**

This notice is a follow-up letter sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America has decided that a defect which relates to motor vehicle safety exists in certain 2017-2018 MY Kia Forte vehicles. The defect can cause an engine stall, which increases the risk of a crash. Our records indicate that you own or lease one of the potentially affected vehicles. **The remedy part is now available to be installed in your vehicle.**



#### **What Is The Problem?**

The engine oil pump contains a variable relief plunger that controls oil pressure. Over time, normally occurring foreign particles that are not captured by the oil filter can become stuck in the plunger resulting in reduced oil pressure and engine lubrication. If this condition occurs, abnormal engine noise and illumination of the Malfunction Indicator Lamp (MIL)  and/or oil pressure warning lamp  can occur. If the vehicle is continually operated with this condition, the engine can be damaged and an engine stall may occur, increasing the risk of a crash.

#### **Kia Will Replace the Engine Oil Pan With A New One At No Cost To You.**

Kia will replace the engine oil pan with a new one containing two magnets to capture any foreign particles in the oil pan. This work will be performed at Kia's expense at no cost to you. The actual time required to perform this repair will be 2 to 3 hours. However, your vehicle may be needed longer. Please contact your Authorized Kia dealer for an exact estimate of how long they may need your vehicle for this repair.

#### **What Should You Do In The Interim?**

- **If you experience abnormal engine noise or illumination of the Malfunction Indicator Lamp (MIL)  and/or oil pressure warning lamp , immediately TURN OFF your engine, and do not drive your vehicle. Instead, please contact Kia Roadside Assistance at 1-800-333-4542 to request to have your vehicle towed to the nearest authorized Kia dealership.**
- To find your nearest dealer, visit [www.kia.com](http://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):



### **What If You Have Already Paid To Have This Situation Corrected?**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### **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. You can also contact the Consumer Assistance Center phone number listed above.

### **What If You Are A Vehicle Lessor?**

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### **What If You Have Other Questions?**

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation 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 App instructions.**

**REQUEST FOR REIMBURSEMENT FORM  
SC210 – 2017-2018 MY FORTE MPI ENGINE OIL PUMP  
SAFETY RECALL CAMPAIGN**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) (MyKia>Contact Us or directly at this link: <https://ksupport.kiausa.com/ConsumerAffairs>).**

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

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

**Please allow at least sixty (60) days for review and response.**

Customer First Name:  Customer Last Name:

Customer Address:

Customer City:  State:  ZIP:

Phone #:  (  )  -  Email:

Vehicle Identification Number:

Mileage at Time of Repair:  Date of Repair:  /  /

Amount of Reimbursement Requested: \$

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid **(e.g., copies of cancelled check or credit card receipt)**

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name