



**SC210 - 2017-2018 MY KIA FORTE ENGINE OIL PUMP SAFETY RECALL CAMPAIGN
Q & A**

June 4, 2021

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign on certain 2017-2018 MY Kia Forte vehicles equipped with the 2.0-Liter MPI engine.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2017-2018 My Kia Forte vehicles equipped with the 2.0-Liter MPI engine, manufactured from June 5, 2017 through July 24, 2017*

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

A3. *Approximately 4,069 vehicles are affected by this recall.*

Q4. What is the condition?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *When the remedy part is available, Kia will replace the engine oil pan with a new one containing two magnets to capture any foreign particles in the oil pan.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first-class mail on **June 11, 2021**. The purpose of the letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notice when the remedy part becomes available.*

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

A7. ***If the vehicle owner experience abnormal engine noise or illumination of the Malfunction Indicator Lamp (MIL) and/or oil pressure warning lamp, immediately TURN OFF the engine, and do not drive the vehicle. Instead, please contact Kia Roadside Assistance at 1-800-333-4542 to request to have the vehicle towed to the nearest authorized Kia dealership***

Upon receipt of the follow-up notice, owners are to contact their authorized Kia dealer to arrange for the repair to be performed.

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*



Q9. Will this cost vehicle owners any money?

A9. *No. The remedy repair will be performed at no cost to the owners.*

Q10. What about customers who may have already paid to have this situation corrected?

A10. *If any customers have incurred expense to remedy this issue prior to the date of this notice, they may have the opportunity to obtain reimbursement for that expense. They may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:*

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

Q11. Are there any restrictions on an owner's eligibility?

A11. *No.*

Q12. If a customer has an immediate question, where can they get further information?

A12. *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 at www.kia.com (Owner's Section).*