



**SC129 – 2011 MY FORTE AUTOMATIC TRANSMISSION FLUID COOLER HOSE REPLACEMENT  
VOLUNTARY SAFETY RECALL CAMPAIGN**

**Q AND A**

**March 24, 2016**

**Q1. What type of campaign is Kia conducting?**

*A1. Kia is conducting a voluntary safety recall campaign.*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2011 MY Kia Forte vehicles, manufactured from August 27, 2010 through November 11, 2010.*

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

*A3. Approximately 10,240 vehicles.*

**Q4. What is the concern?**

*A4. The automatic transmission fluid cooler hoses may have been improperly cured during the manufacturing process. As a result, certain vehicles may experience leaking transmission fluid thereby affecting vehicle mobility. If sufficient fluid is lost, the loss of hydraulic pressure to the transaxle could result in reduced vehicle mobility, increasing the risk of a crash.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Kia has advised its authorized dealers to replace the automatic transmission fluid cooler hoses with more durable ones.*

**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. Owners should contact their Kia dealer to arrange for the repair to be conducted as soon as possible. If the vehicle is experiencing leaking transmission fluid, abnormal transmission shifts with noise, and/or illumination of the Malfunction Indicator Lamp (MIL), owners should contact Kia Roadside Assistance directly at 800-333-4542 (4Kia) to request a tow to the nearest Kia dealer for repair.*

**Q8. Have there been any deaths or injuries as a result of this condition?**

*A8. No.*

**Q9. Has Kia had any litigation regarding this condition?**

*A9. No.*



**Q10. Will this cost vehicle owners any money?**

A10. *No. the replacement of the automatic transmission fluid cooler hoses will be at no cost to the customer.*

**Q11. What about customers who may have already paid to have the automatic transmission fluid cooler hoses replaced?**

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration at the following address:*

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

**Q12. How long will the repair take?**

A12. *The estimated time required to complete the repair is approximately one (1) hour; however the actual time can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

**Q13. How will owners of the affected vehicles be notified?**

A13. *Kia will be notifying owners of the affected vehicles by first-class mail on **March 30, 2016**.*

**Q14. Are there any restrictions on an owner's eligibility?**

A14. *No.*

**Q15. If a customer has an immediate question, where can they get further information?**

A15. *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](http://www.kia.com) (Owner's Section).*