



**QUESTIONS AND ANSWERS**  
**SC180 - 2014-2016 MY KIA FORTE 2.0-LITER GDI – ECM UPDATE**  
**Voluntary Emissions Service Campaign**

**September 10, 2019**

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

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign on certain 2014-2016 MY Kia Forte vehicles equipped with the 2.0-liter GDI SULEV engine to update the catalyst heating logic in the Engine Control Module (“ECM”) software programming, to ensure compliance with emissions regulations.*

**Q2. What vehicles are affected by this emissions service campaign?**

A2. *Certain 2014-2016 MY Kia Forte vehicles equipped with the 2.0-liter GDI SULEV engine manufactured from November 13, 2013 through March 17, 2016.*

**Q3. What is the problem with the ECM programming?**

A3. *Certain 2014-2016 MY Kia Forte vehicles equipped with the 2.0-liter GDI SULEV engine may exhibit an issue with carbon monoxide control that could cause the vehicle to release air pollutants which exceed emissions standards.*

**Q4. Can you describe the emissions service campaign and fix?**

A.4 *All owners of the affected 2014-2016 MY Kia Forte vehicles equipped with the 2.0-liter GDI SULEV engine will be notified of this condition, and asked to contact their Kia dealer to have the update performed on their vehicle.*

**A5. Have there been any deaths or injuries as a result of this issue?**

A5. *No*

**Q6. Has Kia had any litigation regarding this issue?**

A6. *No*

**Q7. Will this cost Forte owners any money?**

A7. *No. It will not cost the customer any money to have the service campaign performed.*

**Q8. How long will the repair take?**

A8. *The time it takes to perform the repair can vary depending upon the dealer’s work schedule, therefore, an appointment is recommended.*

**Q9. How will owners of the affected vehicles be notified?**

A9. *Kia will be notifying owners of the affected vehicles by first-class mail on **September 13, 2019.***

**Q10. Where were the vehicles produced?**

A10. *The affected vehicles were produced at a Kia assembly plant in Korea.*

**Q11. How many vehicles are included?**

A11. *Approximately 11,377 of Kia Forte vehicles equipped with the 2.0-liter GDI SULEV engine, manufactured from November 13, 2013 through March 17, 2016.*

**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. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of [www.kia.com](http://www.kia.com).*