



December 2, 2020

Attention: All Dealer Principals

Kia Motors America, Inc. will be conducting a Voluntary Emissions Service Campaign to improve the Transmission Control Module (TCM) logic and, if necessary, replace the Intelligent Variable Transmission (IVT) on some of vehicles listed below:

<u>Model Year</u>	<u>Model</u>	<u>Production Date</u>
2019-2020	Forte	7/9/2018 - 4/2/2020
2020-2021	Soul	11/24/2018 - 4/17/2020
2021	Seltos	11/20/2019 - 4/10/2020

Please note this campaign was previously referred as 'SA424' (or TSB ELE200). The updated Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on **December 2, 2020**.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for campaign questions, both of which describe the issue. **Included also are Vehicle Emissions Recall Proof of Correction Cards, under hood campaign labels,** and information on how to access the list of affected vehicles on WEBDCS.

NOTE: The Proof of Correction Cards and under the hood campaign labels are for California and S177 State dealers use only.

What Should You Do?

Please make certain the appropriate personnel in your dealership are familiar with the details of this Emissions Service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

For California Dealers ONLY

- The State of California has implemented the Registration Renew Tie-In Program that requires the completion of Emissions campaigns prior to vehicle registration renewal.
- Be sure to provide a filled-out Emissions Recall Proof of Correction Card to each owner upon completion of the campaign for owner use as proof during registration renewal.

For Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington dealers ONLY:

- The above-named states require that a filled-out Emissions Recall Proof of Correction Card be provided to each owner for use, if requested, at vehicle registration renewal.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this Emissions Recall campaign, and for no other purpose.

Your prompt attention in completing this repair is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures