



**QUESTIONS AND ANSWERS**  
**SC199 – TCM Software Logic Improvement and/or IVT Replacement**  
**Voluntary Emissions Service Campaign**  
**December 2, 2020**

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


A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to improve the Transmission Control Module (TCM) logic and, if necessary, replace the Intelligent Variable Transmission (IVT).*

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

A2. *Some vehicles of Model Years and Models listed below:*

| <b>Model Year</b> | <b>Model</b> | <b>Production Date</b> |
|-------------------|--------------|------------------------|
| 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 |

**Q3. What is the issue with the Intelligent Variable Transmission (IVT)?**

A3. *The affected vehicles may exhibit a lack of acceleration or delay in accelerating due to transmission slippage, in addition to the illumination of Malfunction Indicator Lamp (MIL)  in the instrument panel.*

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

A.4 *All owners of the affected vehicles will be notified of this condition and asked to contact their Kia dealer to have the repair performed on their vehicles.*

**Q5. Will this cost owners any money?**

A5. *No. It will NOT cost the customer any money to have the service campaign performed.*

**Q6. How long will the repair take?**

A6. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

**Q7. How will owners of the affected vehicles be notified?**

A7. *Kia will be notifying owners of the affected vehicles by first-class mail on **December 3, 2020**.*

**Q8. Where were the vehicles produced?**

A8. *The affected vehicles were produced at Kia assembly plants in Korea.*

**Q9. How many vehicles are included?**

A9. *Approximately 157,042 vehicles are included in this campaign.*

**Q10. Are there any restrictions on an owner's eligibility?**

A10. *No.*

**Q11. If a customer has an immediate question, where can they get further information?**

A11. *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).*