



**2017-2018 MY FORTE & 2012-2017 MY RIO VEHICLES - APPLICATION OF ANTI-CORROSION TREATMENT
VOLUNTARY SERVICE CAMPAIGN (SC264)**

Q & A

May 18, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign, as a preventive measure, to apply an additional anti-corrosion treatment to the underbody components of certain vehicles listed in A3 below that were originally sold in or are currently registered in one of the 28 states with high road salt usage.*

The 28 states with high road salt usage: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Q2. Why is Kia conducting this service campaign?

A2. *The National Highway Traffic Safety Administration (NHTSA) issued a Safety Advisory and consumer video on preventing vehicle undercarriage corrosion. NHTSA's safety advisory urges owners of vehicles that are more than seven (7) years old to:*

- *Maintain their vehicle and prevent corrosion by washing the undercarriage regularly throughout the winter and giving it a thorough washing in the spring to remove road salt and other de-icing chemicals that can lead to corrosion.*
- *Monitor the brake system for signs of corrosion by having regular professional inspections and watching for signs of problems, including loss of brake fluid, unusual leaks and a soft or spongy feel in the brake pedal.*
- *Address severe corrosion, marked by flaking or scaling of the metal brake pipes, by having the full assembly replaced.*

As a further preventive measure that is meant to complement these maintenance recommendations, Kia is conducting this service campaign to improve corrosion resistance.

Q3. What vehicles are affected by the service campaign?

A3. *Certain 2017-2018 MY Forte vehicles manufactured from January 9, 2016 through July 27, 2018, and Certain 2012-2017 MY Rio vehicles manufactured from June 21, 2011 through March 31, 2017 that were originally sold in or are currently registered in one of the 28 states with high road salt usage.*

Q4. How many customer vehicles are affected by this service campaign?

A4. *Approximately 167,663 vehicles*

Q5. How will owners of the affected vehicles be notified?

A5. *Kia will send a letter notifying owners of the affected vehicles by first class mail on **May 22, 2023**.*

Q6. What should vehicle owners do when they receive the notification?

A6. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Owners are also asked to read the information and follow the instructions in the section of their owner's manual titled "Maintenance Section - Underbody Maintenance" regarding the ongoing maintenance and cleaning of the underbody of their vehicle to limit the effects of road salt conditions in the future.

Q7. What road conditions can cause the vehicle underbody to begin to corrode?

A7. *Corrosive materials used for ice and snow removal and dust control may collect on the underbody. If these materials are not removed, accelerated rusting can occur on underbody parts.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the 28 states with high road salt usage.*

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Q10. If a customer's vehicle was previously registered in one of the salt belt states but has since moved, will Kia repair their vehicle?

A10. *These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt belt state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.*

Q11. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?

A11. *No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.*

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

A12. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*