



**SC162 – 2017-2018 MY OPTIMA PLUG-IN HYBRID BATTERY MANAGEMENT SYSTEM
SAFETY RECALL CAMPAIGN**

Q & A

April 26, 2018

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to remove the current Voltage Protection Device (VPD) switch and install two newly designed Battery Management Systems (BMSs) that contain new Overvoltage Protection Devices (OPDs) and their corresponding wiring harnesses.*

Q2. What vehicles are affected by the recall?


A2. *Certain 2017-2018 MY Optima Plug-In Hybrid vehicles manufactured from August 25, 2016 through September 11, 2017.*

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

A3. *Approximately 1,710 vehicles are affected by this recall.*

Q4. What is the concern with the Voltage Protection Device (VPD)?

A4. *The vehicle's battery Voltage Protection Device (VPD) is designed to protect the high voltage battery module by detecting any swelling of the battery module. In certain circumstances, the VPD switch can be inadvertently activated. If the VPD switch is activated, electricity to the vehicle's electric motor may be disconnected. If this occurs while the vehicle is driven in EV Mode, the vehicle may experience a loss of motive power possibly accompanied by the illumination of the*

Hybrid System Warning Light  , indicating that there is a malfunction with the hybrid system.

Q5. Does this condition occur while the vehicle is being driven in Hybrid Mode?

A5. *No.*

Q6. Can you describe the recall campaign and fix?

A6. *The current VPD switch will be removed and two newly designed Battery Management Systems (BMSs) that contain new Overvoltage Protection Devices (OPDs) and their corresponding wiring harnesses will be installed.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

Q8. What should vehicle owners do when they receive the notification?

A8. *Owners should contact their Kia dealer to arrange for the repair to be performed.*

Q9. Have there been any deaths or injuries as a result of this condition?

A9. *No.*



Q10. Has Kia had any litigation regarding this condition?

A10. No.

Q11. Will this cost vehicle owners any money?

A11. No. The replacement of the current VPD switch and installation of two newly designed Battery Management Systems (BMSs) that contain new Overvoltage Protection Devices (OPDs) and their corresponding wiring harnesses will be at Kia's expense at no cost to you.

Q12. What about customers who may have already paid to have the current VPD switch replaced?

A12. If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a cover letter directly to Kia for review and consideration:

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

Q13. How long will the repair take?

A13. The estimated time required to complete the repair is approximately three to four hours. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.

Q14. How will owners of the affected vehicles be notified?

A14. Kia will be notifying owners of the affected vehicles by first-class mail on **May 3, 2018**.

Q15. Are there any restrictions on an owner's eligibility?

A15. No.

Q16. If a customer has an immediate question, where can they get further information?

A16. 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 (Owner's Section).