

**SC200 – ENGINE COMPARTMENT FIRE
SAFETY RECALL CAMPAIGN
Q & A**

January 21, 2021

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect the engine compartment for fuel and/or engine oil leaks, perform an engine test and make any repairs, including engine replacement, if necessary.*

Q2. What is the concern with the engine?

A2. *Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.*

A.3 What vehicles are affected by the recall?

A3.

MY	Model	Engine Type	Production Dates	# of Vehicles
2014-2015	Soul	2.0L Nu GDI	7/21/2013 - 5/21/2015	123,522
2014-2015	Forte & Forte Koup	2.0L Nu GDI	12/5/2012 - 4/8/2015	62,985
2012-2013	Forte & Forte Koup	2.4L Theta II MPI	6/1/2011 - 3/22/2013	15,280
2012-2013	Sorento	2.4L Theta II MPI	4/26/2011 - 1/10/2013	38,361
2012	Sportage	2.4L Theta II MPI (Engine produced at Hwasung)	5/17/2011 - 5/24/2012	21,716
2011-2013	Optima Hybrid	2.4L Theta II MPI	2/15/2011 - 12/12/2013	32,892
TOTAL				294,756

Q4. How many customer vehicles are affected by this recall?

A4. *Approximately 294,756 vehicles are affected by this recall.*

Q5. Can you describe the recall campaign fix?

A5. *Dealers will be instructed to inspect the engine compartment for fuel and/or engine oil leaks, perform an engine test and make any repairs, including engine replacement, if necessary. In addition, dealers will also perform a Knock Sensor Detection System (KSDS) software update to the engine control unit (ECU) in the affected vehicles to prevent engine damage due to potential excessive connecting rod bearing wear. .) Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020.*

NOTE: *Timing of KSDS software availability will vary, depending on the models. If the software is available, the update will be performed at the time of engine inspection/test/repair. If the software is not yet available, there will be a follow-up notification to the affected customers when the software for their respective model becomes available*

Q6. How was the issue discovered?

A6. *The occurrence of some engine compartment fires was discovered through the regular monitoring of field information. An engine compartment fire can occur for many different reasons. To date a cause of such fires due to a manufacturing or design issue/defect has not been identified. However, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.*

Q7. What should vehicle owners do when they receive the notification?

A7. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be performed.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the recall repair at no cost to the customer.*

Q9. What about customers who may have already paid to have this issue remedied?

A9. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their 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**

Q10. How long will the repair take?

A10. *The estimated time required to complete the inspection/test/repair will be 2 to 4 hours. However, the vehicle may be needed longer; therefore, it is recommended that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience.*

Q11. How will owners of the affected vehicles be notified?

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **January 25, 2021.***

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. *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).*