



November 22, 2021

## **ATTENTION: ALL DEALER PRINCIPALS**

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on 2017-2018 MY Kia Optima Hybrid ("HEV") vehicles manufactured from June 27, 2016 through November 21, 2017 and 2017-2018 MY Kia Plug-In Hybrid ("PHEV") vehicles manufactured from August 25, 2016 through April 27, 2018.

The connecting rod bearing can become damaged for different reasons. If the connecting rod bearing becomes damaged, abnormal knocking noise from the engine and/or illumination of the oil pressure warning light can occur. If the vehicle continues to be driven in this condition, severe engine damage can occur, thereby increasing the risk of an engine stall and/or in the worst case, a fire due to a connecting rod puncturing the engine block allowing engine oil to leak onto a hot exhaust. A cause resulting from a manufacturing or design defect has not been identified. However, Kia is conducting this recall as a preventative measure to mitigate any unreasonable risk due to engine damage.

In an effort to mitigate the potential fire risk, Kia dealers will perform an engine test to determine the existence of any connecting rod bearing damage, and if necessary, replace the engine. In addition, Kia dealers will install a Knock Sensor Detection System (KSDS) software that will prevent engine damage from potential excessive connecting rod bearing damage.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of affected vehicles.

Kia will start notifying the vehicle owners on **November 29, 2021**.

### **What Should You Do?**

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

**NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.**

**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 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 safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures