



IMPORTANT UPDATE

January 25, 2022

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

As announced in November 2021, Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, conducted 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.

Since the launch of this Safety Recall Campaign, Kia has become aware that the Knock Sensor Detection System (KSDS) software version installed has an error and requires the installation of a new corrected software.

Kia has identified all affected vehicles which require the installation of the new corrected software. These vehicles are identified under a separate campaign number SC218A. The customers of these vehicles will be notified by mail to return to the dealership to have the software update with the corrected version installed as quickly as possible.

The Technical Service Bulletin that provides vehicle software update procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com in the week of **January 25, 2022**.

Enclosed you will find a copy of the owner update letter and a Q&A Guide for recall questions, both of which describe the issue. A list of vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC218A** to generate the list.

Kia will start notifying vehicle owners on **January 27, 2022**. Please start performing the software update immediately on any affected vehicles currently in your inventory. Note that any vehicle owners who have already paid for engine repairs related to rod bearing failure can submit a request for reimbursement online via the Owner's Section of www.kia.com. In addition, Kia will be offering a complimentary Lube, Oil and Filter (LOF) change which can be utilized at their next regularly scheduled maintenance interval if the installation of the KSDS software is completed by APRIL 15, 2022.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this important recall update to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall and software update represent an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

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 and Service Manager.

Sincerely,
Kia Service Department