



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V844)

This notice applies to your vehicle: (Insert VIN)

IMPORTANT UPDATE

A NEW SOFTWARE UPDATE IS REQUIRED FOR YOUR VEHICLE

January 27, 2022

Dear Kia Optima Hybrid ("HEV") and Plug-In Hybrid ("PHEV") Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. As we previously notified you, Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in 2017-2018 MY Kia Optima HEV and 2017-2018 MY Kia Optima PHEV vehicles. Engine damage can increase the risk of an engine stall and/or a fire. A vehicle stall increases the risk of a crash, and a fire increases the risk of injury. This recall included a Knock Sensor Detection System (KSDS) software that will prevent engine damage from potential excessive connecting rod bearing damage at no cost to you.

Our records show that the KSDS software was recently installed in your vehicle, and we want to thank you for your quick action. **SINCE THE INSTALLATION OF THE KSDS SOFTWARE, KIA HAS BECOME AWARE THAT THE KSDS SOFTWARE VERSION INSTALLED IN YOUR VEHICLE HAS AN ERROR AND REQUIRES THE INSTALLATION OF A NEW CORRECTED SOFTWARE.**

In order to correct this error, Kia is asking you to return to your authorized Kia dealership to have this software update with the corrected version installed as quickly as possible.

What Is The Problem With The KSDS Software Currently Installed In Your Vehicle?

As identified in the previous notice to you, 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 a fire due to a connecting rod puncturing the engine block allowing engine oil to leak onto a hot exhaust. Kia is conducting this recall to mitigate any unreasonable risk due to engine damage.

Kia designed its KSDS software to:

1. Detect vibrations indicating the onset of excessive connecting rod bearing wear in the engine, and
2. Warn the driver, and
3. Initiate a limp home mode to both protect the engine while allowing limited operation of the vehicle at speeds up to 65 mph.

However, because of a software error, the KSDS software installed in your vehicle will not correctly detect the vibrations indicating the onset of excessive connecting rod bearing wear in the engine, thus preventing driver warning and the initiation of limp home mode.

Kia Will Install The UPDATED AND CORRECTED KSDS Software At No Cost To You.

Kia will install the corrected KSDS software that will prevent engine damage from potential excessive connecting rod bearing damage **at no cost to you**. The estimated time required to install the updated software will be approximately one (1) hour.

Upon completion of the updated and corrected KSDS software installation, Kia will extend the warranty coverage to 15 years/150,000 miles, whichever occurs first, starting from the date the vehicle was first put into service, for engine long block assembly repairs needed due to connecting rod bearing damage, provided the vehicle has had regular oil changes in accordance with the maintenance requirements set forth in the vehicle's Owner's Manual.

Also, if the installation of the updated KSDS software is completed by APRIL 15, 2022, Kia will provide you with a complimentary Lube, Oil and Filter (LOF) change which can be utilized at your next regularly-scheduled maintenance interval at your local Kia dealership (no time limit to use) for the inconvenience associated with having to return to the dealership for this additional service.

What Will Happen Once The Corrected KSDS Software Has Been Installed?

If excessive bearing wear is detected after the corrected KSDS software has been installed, the following will occur:

1. **The Malfunction Indicator Lamp ("MIL") will blink continuously**, and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].



2. **Your vehicle can continue to be operated for a limited time in Limp Home Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed.** Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to have the updated KSDS software installed on your vehicle.
- **Continue to follow the maintenance schedule outlined in the Maintenance Section of your vehicle's Owner's Manual. Changing the oil and filter pursuant to your vehicle's oil maintenance schedule is ESSENTIAL to the proper functioning of your engine. Failing to do so can result in engine damage and/or failure. In the worst case, an engine compartment fire may occur.**
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



What If You Have Already Paid To Have This Situation Corrected?

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 copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions**.

REQUEST FOR REIMBURSEMENT FORM
SC218 - 2017-2018 MY OPTIMA HYBRID AND PLUG-IN HYBRID ENGINE HIB FIRE
SAFETY RECALL CAMPAIGN

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 (MyKia>Contact Us or directly at this link: <https://ksupport.kiausa.com/ConsumerAffairs>).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

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

Please allow at least sixty (60) days for review and response.

Customer First Name:	<input type="text"/>	Customer Last Name:	<input type="text"/>																				
Customer Address:	<input type="text"/>																						
Customer City:	<input type="text"/>	State:	<input type="text"/>																				
		Zip:	<input type="text"/>																				
Phone #:	<input type="text" value="() -"/>	Email:	<input type="text"/>																				
Vehicle Identification Number:	<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																						
Mileage at Time of Repair:	<input type="text"/>	Date of Repair:	<input type="text" value="/ /"/>																				
Amount of Reimbursement Requested	<input type="text" value="\$"/>																						

Attach the following:

- **Repair Order showing:**
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - **Description of the problem repaired**
 - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
 - Date of Payment
 - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name