



SC218A - 2017-2018 MY OPTIMA HYBRID AND PLUG-IN HYBRID ENGINE COMPARTMENT FIRE
SAFETY RECALL CAMPAIGN

IMPORTANT UPDATE

Q & A

January 25, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect, test, and if necessary, replace the engine on 2017-2018 MY Kia Optima Hybrid ("HEV") and Plug-In Hybrid ("PHEV") vehicles. At the completion of this recall, a Knock Sensor Detection System (KSDS) software was installed. Since the installation of the KSDS software, Kia has become aware that the KSDS software in these vehicles has an error and requires the installation of a new corrected software.*

Q2. What vehicles are affected by the recall?

A2. *All 2017-2018 MY Kia Optima Hybrid ("HEV") vehicles manufactured from June 27, 2016 through November 21, 2017 and 2017-2018 MY Kia Optima Plug-In Hybrid ("PHEV") vehicles manufactured from August 25, 2016 through April 27, 2018.*

Q3. How many customer vehicles are affected by this software error?

A3. *Approximately 2,800 vehicles are affected by this software error.*

Q4. What is the concern with the KSDS Software currently installed in these vehicles?

A4. *As identified in the previous notice, 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 these vehicles 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.

Q5. Can you describe the fix?

A5. *Kia will install the corrected KSDS software that will prevent engine damage from potential excessive connecting rod bearing damage.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will notify owners of the affected vehicles by first class mail beginning on **January 27, 2022** to return to the dealer to have the software update with the corrected version installed as quickly as possible.*

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

A7. *Upon receipt of the important update letter, owners are to contact their authorized Kia dealer to arrange to have the corrected software installed on their vehicle.*

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

Q9. Will this cost vehicle owners any money?

A9. *No. Kia will install the corrected and updated KSDS software at no cost to the customer. In addition, if the installation of the updated KSDS software is completed by **APRIL 15, 2022**, Kia will provide the customer with a complimentary Lube, Oil, Filter (LOF) change which can be utilized at their next regularly scheduled maintenance interval for the inconvenience of having to return to the dealership for this additional service.*

Q10. What about customers who may have already paid to have this situation corrected?

A10. *If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:*

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

Q11. How long will the inspection and repair take?

A11. *The actual time required to perform the software update will be approximately 1 hour. However, the vehicle may be needed longer. It is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)*

A12. 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 authorized Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*