



**SC218 - 2017-2018 MY OPTIMA HYBRID AND PLUG-IN HYBRID ENGINE COMPARTMENT FIRE  
SAFETY RECALL CAMPAIGN**

**Q & A**

**November 22, 2021**

**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.*

**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 recall?**

A3. *Approximately 10,731 vehicles are affected by this recall.*

**Q4. What is the concern with the connecting rod bearing?**

A4. *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.*

**Q5. Can you describe the recall campaign and fix?**

A5. *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.*

**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 **November 29, 2021**.*

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

A7. *Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed and software installed on their vehicle.*

**Q8. How does the vehicle owner know if the recall condition may be occurring in his/her vehicle?**

A8. *If this condition occurs, the driver may experience abnormal knocking noise from the engine, illumination of the oil pressure warning light, reduced motive power, burning smell, and/or smoke.*

**Q9. How was the issue discovered?**

*A9. Through the regular monitoring of field information.*

**Q10. Will this cost vehicle owners any money?**

*A10. No. Kia will perform the recall inspection and repair at no cost to the customer.*

**Q11. What about customers who may have already paid to have this situation corrected?**

*A11. 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](http://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**

**Q12. How long will the inspection and repair take?**

*A12. The actual time required to perform the inspection and repair will be approximately 1 to 2 hours. However, the vehicle may be needed longer. If an engine replacement is necessary, the estimated time required is eight (8) hours or more. 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.)*

**A13. Are there any restrictions on an owner's eligibility?**

*A13. No.*

**Q14. If a customer has an immediate question, where can they get further information?**

*A14. 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](http://www.kia.com) (Owner's Section).*