



July 28, 2022

## FOLLOW-UP NOTICE

# ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

**THIS IS A FOLLOW UP NOTICE TO ADVISE THAT THE REMEDY PART IS NOW AVAILABLE.**

Kia America, Inc. is conducting a Safety Recall Campaign on certain 2013-2014 MY Optima vehicles manufactured at Kia Georgia from November 15, 2012 through December 18, 2013 that received the heat protective tape repair under NHTSA Recall 20V100 (Kia internal campaign no. SC187).

The remedy for previous recall 20V100 may not have been properly performed in all cases by dealers. In some cases, the low-pressure fuel tube may not have been properly repaired with heat protective tape after inspection revealed no damage or leak. In some other cases, the low-pressure fuel tube was repaired with heat protective tape instead of being replaced even though damage might be present. In either case, a subsequent fuel leak can occur. Leaking fuel increases the risk of a fire.

Dealers will replace the low-pressure fuel tube with a new improved one. The remedy part, which is now available, has a different tube material with a protective sleeve and connector structure for increased stress and heat resistance.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com).

Enclosed you will find a copy of the follow-up owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of [www.kia.com](http://www.kia.com). Kia will mail follow-up notices to the affected vehicle owners on **August 2, 2022** advising them that the remedy part is now available and to contact their Kia dealer to have the repair completed.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents 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 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