



SC228 - 2013-2014 MY OPTIMA VEHICLES LOW-PRESSURE FUEL TUBE
SAFETY RECALL CAMPAIGN
FOLLOW-UP NOTICE

Q & A
July 28, 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 remedy a defect that can result in a fire in the vehicle's engine compartment.*

Q2. What vehicles are affected by the recall?

A2. *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).*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 72,848 vehicles.*

Q4. What is the concern with the Low-Pressure Fuel Tube?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will replace the low-pressure fuel tube with a new improved one. The remedy part has a different tube material with a protective sleeve and connector structure for increased stress and heat resistance.*

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

A6. *Kia will send a follow-up letter notifying owners of the affected vehicles by first class mail beginning on **August 2, 2022**, advising customers that the remedy part is now available.*

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

A7. *Upon receipt of the follow up notice, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle. If at any time prior to having the recall repair conducted, owners detect a fuel smell and/or fuel leakage, owners are instructed to turn off the engine and discontinue driving 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 perform the recall repair at no cost to the customer.

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**

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. 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).