



Interoffice Memorandum

Date: January 15, 2021


To: J. O'Sullivan (CE)
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From: Alex Lee

Subject: **PI2101 - ENGINE CONTROL UNIT (ECU) SOFTWARE UPDATE - KSDS
2011 MY KIA SORENTO 2.4L MPI ENGINE
PRODUCT IMPROVEMENT CAMPAIGN**

Kia is conducting a Product Improvement Campaign to perform a software update to the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage on 2011 MY Sorento vehicles equipped with 2.4-liter MPI engine, manufactured from October 24, 2009 through June 24, 2011.

Kia has developed a Knock Sensor Detection System (KSDS) that detects vibrations indicating the onset of excessive connecting rod bearing wear. The KSDS is designed to alert the driver at an early stage of bearing wear before the occurrence of severe engine damage, including engine failure. If vibrations caused by bearing wear start to occur, the

Malfunction Indicator Lamp (MIL)  will blink continuously, and the vehicle will be placed in Limp Home Mode. This will reduce further damage to the engine and ensure that the vehicle occupants are not exposed to the risk of a more severe engine failure. At that time, Diagnostic Trouble Code ("DTC") P1326, specific to the KSDS, will be recorded in the ECU. The vehicle can continue to be operated for a limited time in Limp Home Mode, but it will accelerate slowly and have a reduced maximum speed. Also, engine RPMs will be limited to approximately 1800-2000 RPM.

WHAT WILL KIA DO?

Kia will perform the software update on the Engine Control Unit ("ECU") to protect the engine from excessive connecting rod bearing damage. **Upon completion of the KSDS software update**, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.

DEALER NOTIFICATION

On January 20, 2021, Kia will mail a letter notifying all Kia Dealer Principals and Service Managers of the Product Improvement Campaign. **In the week of January 20, 2021**, the Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com and the campaign documents will be posted on kdealer.com.

The District Parts/Service Managers need to follow-up with their Kia Service Managers to ensure the following:

- That the dealership received the Product Improvement Campaign support materials;
- That appropriate personnel at the dealership are familiar with the details of this Product Improvement Campaign; and
- Repairs on affected vehicles should be checked off their "Open Campaign Report" so they can identify and contact those customers who have not been in for the Product Improvement Campaign.

OWNER NOTIFICATION

On January 21, 2021, Kia will begin the owner notification mailing for the affected 2011 MY Kia Sorento vehicles equipped with the 2.4-liter MPI engine.

Please contact me if you have any questions.

Regards,

Alex Lee
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Attachments