



## THIRD INTERIM NOTICE

### Theta II Engine Safety Recall, SC147

June 6, 2017

#### **Attention: All Kia Parts & Service Managers**

*This is an interim notice as Kia currently has a limited supply of the remedy parts. The purpose of this communication is to keep you informed of Kia's recall implementation plan. We will send you another notice when a sufficient quantity of the remedy parts becomes available.*

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect, and if necessary, replace the engine long block assembly on the following vehicles:

- All 2011-2013 MY Optima vehicles equipped with the 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines produced from August 12, 2010 through September 27, 2013;
- All 2014 MY Optima vehicles equipped with the 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines produced at KMMG from August 28, 2013 through May 15, 2014, with engines supplied by Hyundai Motor Manufacturing Alabama;
- All 2012-2014 MY Sorento vehicles equipped with the 2.4L Gasoline Direct Injection (GDI) engines produced from April 19, 2011 through February 10, 2014; and
- All 2011-2013 MY Sportage vehicles equipped with the 2.0L Turbo Gasoline Direct Injection (T-GDI) engines produced from December 30, 2010 through August 30, 2013.

**The first Interim Notice was sent to all Kia Parts & Service Managers on 5/22/17 and a Second Notice was sent on 5/26/17. This Third Interim Notice is being published to provide further updates regarding the status of Safety Recall SC147 as of 6/6/17.**

1. **Recall Activation:** The interim customer notification of this safety recall began on 5/25/17. Although the recall repair procedure had not yet been launched, in order to provide dealership service staff with visibility to affected VINs in WebDCS>Warranty Coverage Inquiry to respond to customer inquiries, KMA activated the recall in WebDCS at the VIN level on Friday, 5/26. **UPDATE: KMA published TSB SC147 on Tuesday, 6/6/17, so that dealers can begin inspecting affected vehicles, although remedy parts are still not available and engine replacement procedures have not yet been published.**

Customers will be notified again when a sufficient quantity of the remedy parts and the repair procedure are available. Dealers will be notified when the timing for that mailing is established.

**Technical Service Bulletin (TSB): UPDATE:** TSB SC147 was published on Tuesday, 6/6/17, and initially includes only the inspection procedure. The recall can be closed if the inspection procedure yields a PASS result and a warranty claim is submitted. Each vehicle that receives a PASS result will require an oil change and possible dipstick replacement. There are no technical training requirements applicable to the inspection procedure outlined in TSB SC147.

TSB SC147 will be updated as soon as remedy parts and engine replacement procedures are available. Instructions for recovery of alternate transportation expense will be included in the updated TSB SC147 when published.



2. **Parts Information:** During the week of 5/22, all dealers received an initial supply of dipsticks (oil level rods) which will be necessary for certain vehicles once they pass the TSB SC147 inspection. Additional SC147 remedy parts are not yet available and a separate communication will be made when they are available to support engine replacement.

**NOTE:** For engine-related repairs necessary due to engine failures that occurred BEFORE the launch of this Safety Recall (repair orders dated prior to the launch of this Safety Recall on 5/26/17), please ensure the appropriate regular service parts orders have been placed to try to minimize vehicle downtime rather than waiting for the release of recall campaign parts. Normal warranty, technical training and prior authorization requirements will apply.

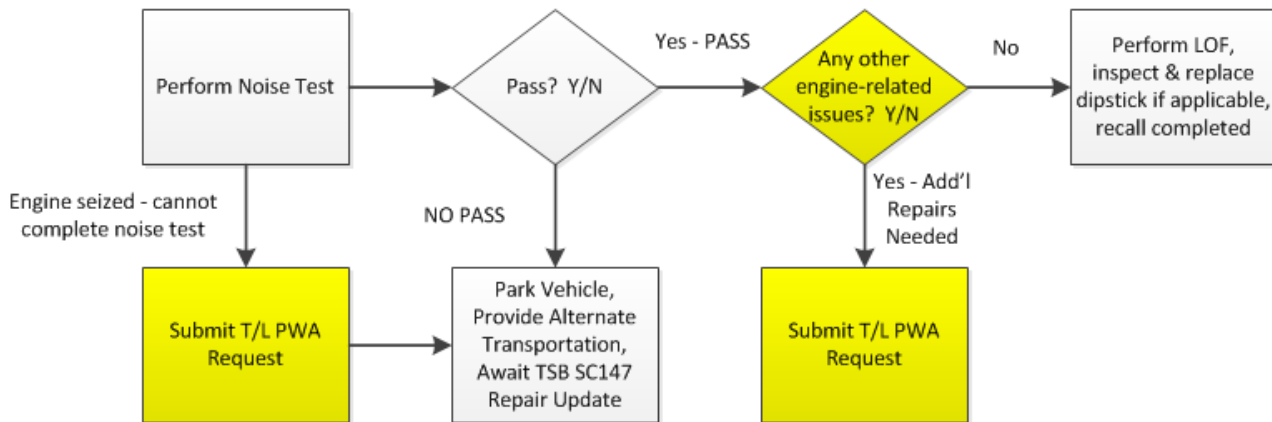
3. **Special Service Tools (SSTs):** The KDS tablets have been prepared for SC147 inspections via an internet update. An engine noise tester SST was shipped to every dealer via Federal Express overnight delivery for arrival on 6/1, attention Service Manager. Therefore, all dealers should be prepared to complete the inspection procedures for TSB SC147 at this time. The package looked like this:



4. **Engine replacements necessary after 5/26/17 and prior to Recall Repair Launch and/or prior to receiving the SST:** Any affected vehicles experiencing a cyclic knocking noise from the engine and brought to the dealership for inspection after 5/26/17 can now be inspected per the service procedure outlined in TSB SC147. Dealer staff should verify that the vehicle is included in this safety recall campaign and perform an initial vehicle inspection to determine whether engine replacement is necessary. **If engine replacement is necessary per the inspection results or because the engine has already seized, the dealer should provide the customer with alternate transportation until the remedy parts and engine replacement procedure become available and the vehicle can be repaired. Instructions for recovery of alternate transportation expense will be included in the updated TSB SC147 when published.**

Any non-standard problems associated with the execution of this noise test should be reported by dealers via Techline Warranty Authorization case:

- Noise test cannot be conducted/completed because of engine seizure; or
- Noise test completed and PASSED but other directly related engine problems are evident (continuous prolonged black smoke, severe oil consumption indicating extreme friction, etc.)



5. **Used, CPO or KSRP Vehicles:** Any used, Certified Pre-Owned or Kia Service Rental Program Vehicles in dealership inventory and included in SC147 should be inspected per TSB SC147 as soon as possible to determine whether engine replacement is necessary.
6. **Warranty Claim Submission:** Only claims for the completion of the inspection procedure with a PASS result can be submitted at this time as remedy parts and the engine replacement procedure are not yet available.

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 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 Motors 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 safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager. We will continue to publish updates as new information regarding this safety recall becomes available. Thank you.

Sincerely,

Neem Van der Reest  
Quality Analysis Manager