



## INTERIM NOTICE

May 22, 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.

Metal debris may have been generated from factory machining operations of the engine crankshaft and may not have been completely removed from the crankshaft's oil passages during the cleaning process. It was also determined that the additional machining processes of the crankpins may have caused uneven surface roughness. These combined conditions can restrict oil flow to the bearings increasing the potential for premature bearing wear. A worn connecting rod bearing will produce a cyclic knocking noise from the engine and may also result in the illumination of the vehicle's engine warning and/or oil pressure lamp in the instrument panel. If the warnings are ignored and the vehicle continues to be driven, the bearing may fail and the vehicle could stall while in motion. An engine stall at higher speeds can increase the risk of a crash.

The Technical Service Bulletin (TSB) 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](http://www.kiatechinfo.com) on **May 25, 2017**.

**PARTS INFORMATION – During the week of May 22nd, all Kia dealers will receive an automatic shipment of campaign parts to perform initial inspection of affected customer vehicles. A follow-up communication will be sent when a sufficient quantity of remedy parts becomes available to perform engine replacement.**

**NOTE:** Should a customer bring his/her vehicle to the dealer with a cyclic knocking noise from the engine, and/or the illumination of the engine warning lamp and/or the oil pressure lamp in the instrument panel, the dealer should verify that the vehicle is included in this safety recall campaign and perform the inspection as outlined in the TSB. If the results of the inspection indicate that a new engine long block assembly is needed to repair the vehicle or the engine has already failed, ***the dealer should provide the customer with alternate transportation until the remedy parts become available and their vehicle can be repaired.***

**SPECIAL SERVICE TOOL –** A quantity of 1 ~ 4 sets (depending on the size of dealer's recall UIO) of Engine Inspection Microphone Special Service Tool to be used for the engine inspections is scheduled to arrive at the dealerships on **June 1, 2017**.

Enclosed you will find a copy of the interim owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owners who have already paid for repairs to their engine can submit a request for reimbursement online at [kia.com](http://kia.com) (Contact Kia).



Kia will mail interim notices to the affected vehicle owners beginning on **May 25, 2017, with a follow-up notice to be mailed once a sufficient quantity of the remedy parts becomes available.**

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 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.

Your prompt attention in completing this recall is appreciated. If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest".

Neem Van der Reest  
Quality Analysis Manager  
Enclosures