



**SC147 – 2011-2014 MY OPTIMA, 2012-2014 MY SORENTO, & 2011-2013 MY SPORTAGE
2.4L GDI & 2.0L T-GDI ENGINE
SAFETY RECALL CAMPAIGN
Q & A**

May 22, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect and, if necessary, replace the engine long block assembly in certain 2011-2014 MY Optima, 2012-2014 MY Sorento and 2011-2013MY Sportage vehicles.*

Q2. What vehicles are affected by the recall?

A2. *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.


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

A3. *Approximately 443,825 Kia Optima vehicles, 165,918 Kia Sorento vehicles, and 8,417 Sportage vehicles.*

Q4. What is the condition?

A4. *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 lamp  and/or oil pressure warning 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.

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will be instructed to inspect the vehicle for any indications of connecting rod bearing wear, and if necessary, replace the engine long block assembly.*

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

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **May 25, 2017**. The purpose of the letter is keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notification letter when a sufficient quantity of the remedy parts becomes available.*



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

A7. *No immediate action is necessary unless the customer is or becomes aware of an engine related concern.*

If, after receiving the interim letter, owners hear a cyclic knocking noise coming from the engine and/or notice the illumination of the engine warning lamp and/or the oil pressure warning lamp, they should not wait for the follow-up letter. Instead, they are to contact their nearest Kia dealer to have the vehicle inspected.

Upon receipt of the follow-up notification letter, owners are to contact their Kia dealer to arrange for the repair to be performed.

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

Q9. Have there been any deaths, injuries or accidents as a result of this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The inspection, and if necessary, the replacement of the engine long block assembly, will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the engine long block replaced?

A11. *If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail your 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 Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q12. How long will the repair take?

A12. *The actual time required to perform the inspection procedure will take approximately 1 hour, however your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize inconvenience. Additional time will be required if it is necessary to perform a repair procedure on your vehicle. Please contact your dealer for an exact estimate of how long they may need your vehicle.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *No.*

Q14. Does this recall campaign have any effect on the warranty extension owners previously received?

A14. *Yes. Owners will be able to receive a repair for this condition at no cost for 15 years/unlimited miles instead of 10 years/120,000 miles.*



Q15. If a customer has an immediate question, where can they get further information?

A15. The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).