



**SC187 – 2013-2014 MY KIA OPTIMA LOW PRESSURE FUEL TUBE
SAFETY RECALL CAMPAIGN
Q & A**

April 8, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign on certain 2013-2014 my Kia Optima vehicles equipped with the 2.4-liter Gasoline Direct Injection (GDI) and 2.0-liter GDI Turbo engines.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2013-2014 my Kia Optima vehicles equipped with the 2.4-liter Gasoline Direct Injection (GDI) and 2.0-liter GDI Turbo engines, manufactured at Kia Motors Manufacturing Georgia (KMMG) from November 15, 2012 through December 18, 2013.*

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

A3. *Approximately 141,774 vehicles are affected by this recall.*

Q4. What is the condition?

A4. *The material of the low pressure fuel tube may deteriorate over time and develop a crack from exposure to heat generated within the engine compartment under certain conditions. If the fuel tube develops a crack, a fuel smell and eventually a fuel leak can occur. Leaking fuel increases the risk of fire, thereby increasing the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia is currently evaluating a remedy for this recall.*

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 **April 13, 2020**. The purpose of the letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notification letter when the remedy becomes available.*

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

A7. *If fuel smell is detected, owners are to contact their closest authorized Kia dealership to have their vehicle towed to the dealer.*

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 remedy repair will be performed at no cost to the owners.*

Q11. What about customers who may have already paid to have the low pressure fuel tube 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. *Kia is currently evaluating a remedy for this recall.*

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

A13. *No.*

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).*