



January 25, 2022

IMPORTANT UPDATE

ATTENTION: ALL DEALER PRINCIPALS

As announced in November 2021, Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, conducted a Safety Recall Campaign on 2017-2018 MY Kia Optima Hybrid ("HEV") vehicles manufactured from June 27, 2016 through November 21, 2017 and 2017-2018 MY Kia Plug-In Hybrid ("PHEV") vehicles manufactured from August 25, 2016 through April 27, 2018.

Since the launch of this Safety Recall Campaign, Kia has become aware that the Knock Sensor Detection System (KSDS) software version installed has an error and requires the installation of a new corrected software.

Kia has identified all affected vehicles which require the installation of the new corrected software. These vehicles are identified under a separate campaign number SC218A. The customers of these vehicles will be notified by mail to return to the dealership to have the software update with the corrected version installed as quickly as possible.

Your Service Manager was sent a copy of the owner update letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of affected vehicles.

Kia will start notifying the vehicle owners of this important update on **January 27, 2022**. In addition, Kia will be offering a complimentary Lube, Oil and Filter (LOF) change which can be utilized at their next regularly scheduled maintenance interval if the installation of the KSDS software is completed by APRIL 15, 2022.

What Should You Do?

Please make certain the appropriate personnel in your dealership are familiar with the details of this recall campaign and software update to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

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 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 & Service Manager.

Sincerely,

Kia Service Department

Enclosures