



November 22, 2021

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting 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.

The connecting rod bearing can become damaged for different reasons. If the connecting rod bearing becomes damaged, abnormal knocking noise from the engine and/or illumination of the oil pressure warning light can occur. If the vehicle continues to be driven in this condition, severe engine damage can occur, thereby increasing the risk of an engine stall and/or in the worst case, a fire due to a connecting rod puncturing the engine block allowing engine oil to leak onto a hot exhaust. A cause resulting from a manufacturing or design defect has not been identified. However, Kia is conducting this recall as a preventative measure to mitigate any unreasonable risk due to engine damage.

In an effort to mitigate the potential fire risk, Kia dealers will perform an engine test to determine the existence of any connecting rod bearing damage, and if necessary, replace the engine. In addition, Kia dealers will install a Knock Sensor Detection System (KSDS) software that will prevent engine damage from potential excessive connecting rod bearing damage.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com in the week of **November 22, 2021**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC218** to generate the list.

Kia will start notifying vehicle owners on **November 29, 2021**. Please start performing the repairs immediately on any affected vehicles currently in your inventory. Note that any vehicle owners who have already paid for engine repairs related to rod bearing failure can submit a request for reimbursement online via the Owner's Section of www.kia.com.

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 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.

Sincerely,
Kia Service Department