	Warranty Bulletin 2016-09	Issued Date June 8, 2016 (Revised 6/30/16)
	Subject 2011-2014 MY Optima (TF/QF) Engine Short Block Warranty Extension	

This Warranty Bulletin provides information related to the extension of the New Vehicle Limited Warranty for the Engine Short Block Assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) on all 2011-2014 MY Optima vehicles with 2.4L GDI or 2.0L Turbo GDI engine to 10 years starting from the date of first service or 120,000 miles, whichever occurs first, regardless of whether the vehicle owner is an original or subsequent vehicle owner. The purpose of this warranty extension is to address issues with **connecting rod and bearing wear** that can lead to engine failure. Optima hybrid vehicles are NOT included in this warranty extension.

If the connecting rod and bearing are worn, the engine will develop a knocking noise which is readily detectable as the noise increases in frequency as the engine RPMs increase. If the vehicle continues to be driven with a worn connecting rod and bearing, the bearing can fail and cause engine failure.


This warranty extension is NOT a service campaign that requires mandatory repair for all eligible vehicles. If an engine does not exhibit the knocking noise concern due to worn connecting rod and bearing described above, the short block should NOT be replaced under this warranty extension program.

Engine assembly failures as a result of inadequate maintenance are not eligible for this program.

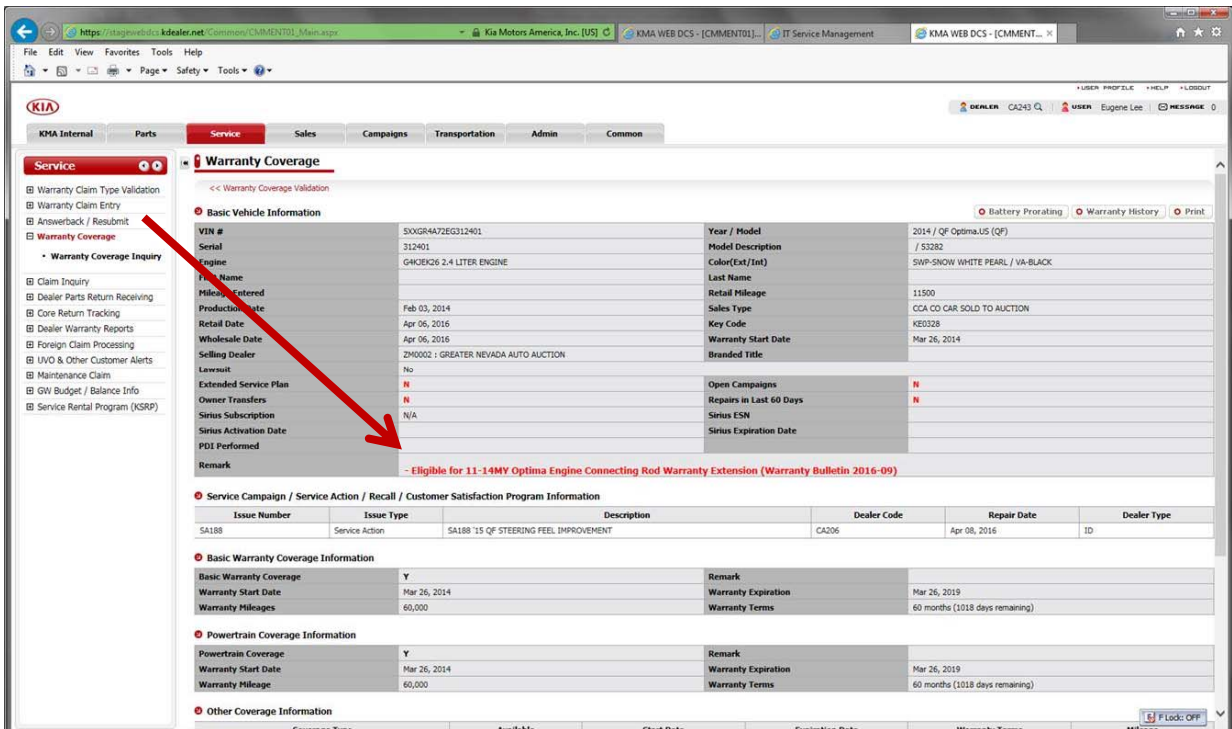
NOTE: A Techline Warranty Assistance case must be created before any engine repair is initiated per Section 7.9. DPSM Prior Warranty Authorization (PWA) does NOT supersede or bypass Techline Warranty Authorization for replacement of engine short block assemblies. Engine claims WITHOUT Techline Warranty Authorization prior to repairs as outlined in Section 7.9 will be denied. DSA level "A" dealers are not required to create Techline Warranty Authorization cases.

All standard warranty policies and claims processing procedures are in effect and **all claims must be coded according to the table below.** If it becomes necessary to replace a long block assembly use the labor operation for that repair but regardless of the repair completed always use the Causal P/N and N&C code listed below.

Claim Type	Causal P/N	Qty	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	23060 2G400	0	Q72	ZZ7	Short Block Assembly Replacement	21101R1A	10.4 M/H	N/A	0
					Long Block Assembly Replacement	21102R1A	6.9 M/H	N/A	0

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Vehicles eligible for this warranty extension are identified in the “Remark” section of the Warranty Coverage Validation screen in Web DCS as shown below:



The screenshot shows the KIA Web DCS interface. The left sidebar contains a navigation menu with 'Warranty Coverage Inquiry' selected. The main content area is titled 'Warranty Coverage' and shows a 'Warranty Coverage Validation' screen. A red arrow points to the 'Remark' field in the 'Basic Vehicle Information' section, which contains the text: '- Eligible for 11-14MY Optima Engine Connecting Rod Warranty Extension (Warranty Bulletin 2016-09)'. Below this, there are sections for 'Service Campaign / Service Action / Recall / Customer Satisfaction Program Information', 'Basic Warranty Coverage Information', 'Powertrain Coverage Information', and 'Other Coverage Information'.

Always run a warranty validation to determine if the warranty has been extended for a vehicle PRIOR to repairs (Web DCS>Service> Warranty Coverage> Warranty Coverage Inquiry).



June 6, 2016

Attention: All Dealer Parts and Service Managers

**IMPORTANT: NEW VEHICLE LIMITED WARRANTY EXTENSION
2011-2014 OPTIMA VEHICLES WITH 2.4L GDI or 2.0L TURBO GDI ENGINES**

Effective immediately, Kia Motors America, Inc. has extended the warranty coverage of the Kia New Vehicle Limited Warranty for the short block assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) on **all 2011-2014 model year Optima vehicles with 2.4L GDI or 2.0L Turbo GDI engine to 10 years starting from the date of first service or 120,000 miles**, whichever comes first, **regardless of whether the vehicle owner is an original or subsequent vehicle owner**. The purpose of this warranty extension is to address issues with connecting rod and bearing wear that can lead to engine failure. Optima Hybrid vehicles are not included in this warranty extension program.

If the connecting rod and bearing are worn, the engine will develop a knocking noise, which is readily detectable, as the noise increases in frequency as the engine RPM's increase. If the vehicle continues to be driven with a worn connecting rod and bearing, the bearing can fail and cause engine failure. While Kia's research with its suppliers has shown that the great majority of Optima vehicles will never experience this condition, Kia wants all Optima vehicle owners whose vehicles develop a knocking noise to contact their Kia dealers and have engines with a knocking noise repaired as soon as possible.

However, this is not a service campaign that requires mandatory repair. If the engine does not exhibit the knocking noise concern, the short block should not be replaced under this extended warranty program.

Short block assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) failures as a result of inadequate maintenance are not eligible for this program. Short block assembly replacements must be authorized via the Techline Warranty Authorization Program as described in Section 7.9 of the Kia Service Policy and Procedure Manual. **If an engine is replaced when the repair is not needed, the warranty claim may be charged back to the dealership. For any other engine issues, please consult with your District Parts and Service Manager.**

Kia will notify owners of the warranty extension on June 10, 2016.

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.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Neem Van der Reest
Quality Analysis Manager



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

2011-2014 MY Optima Engine Connecting Rod Kia New Vehicle Limited Warranty Extension

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

June 10, 2016

Dear Kia Optima Owner:

Kia Motors America takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the warranty coverage, **to all owners**, for the engine's "short block" assembly on 2011-2014 model year Optima vehicles with 2.4L GDI or 2.0L Turbo GDI to **10 years starting from the date of first service or 120,000 miles**, whichever occurs first. The short block consists of the engine block, crankshaft and bearings, connecting rods and bearings and pistons. This warranty extension addresses issues with connecting rod wear which results in knocking noise from the engine. The knocking noise increases in frequency as the engine RPM increases. If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail and may result in engine failure.

What You Should Do:

- **PAY ATTENTION TO ENGINE KNOCKING NOISE. You will hear a knocking noise from the engine if the connecting rod begins to wear. If you hear this type of noise, promptly contact your nearest Kia dealer to have your vehicle diagnosed and repaired.**

To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** This letter does not announce a service campaign that requires mandatory repair on all vehicles. You will most likely not need to take any action now. That is, you will only be able to obtain a repair if the knocking condition described above exists. If you are uncertain of the condition of your engine, please have it inspected at your Kia dealer. You will not be charged for such an inspection and diagnosis, even if no repair is required at the current time. Otherwise, simply place this letter in your glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- **FOLLOW THE MAINTENANCE SCHEDULE OUTLINED IN SECTION 7 (MAINTENANCE) OF YOUR VEHICLE'S OWNER'S MANUAL.**

What If You Have Already Paid To Have This Situation Corrected?

If you have experienced this issue and paid to have a connecting rod bearing related repair performed at your own expense prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense whether or not you still own the vehicle. Please mail the attached Request for Reimbursement Form along with your documentation 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

Kia will review and respond to your claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle.

What If You Have Other Questions?

- Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

We hope this warranty extension shows Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**



Interoffice Memorandum

Date: June 6, 2016

To: S. Martin (WE)
J. Herrera (SO)
C. Davis (SO)
M. Seo (EA)
R. Holderness (EA)
T. Johnston (CE)
B. Sciumbato (CE)

From: Alex Lee

Subject: **WTY004: 2011-2014 MY OPTIMA VEHICLES ENGINE CONNECTING ROD
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION**

This memo is to advise that Kia Motors America, Inc. is extending the warranty coverage of the Kia New Vehicle Limited Warranty for the short block assembly on **all 2011-2014 model year Optima vehicles with 2.4L GDI or 2.0L Turbo GDI engine to 10 years starting from the date of first service or 120,000 miles, whichever comes first, regardless of whether the vehicle owner is an original or subsequent vehicle owner.** The purpose of this warranty extension is to address issues with connecting rod and bearing wear that can lead to engine failure. Optima Hybrid vehicles are not included in this warranty extension program.

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However, this is not a service campaign that requires mandatory repair. If the engine does not exhibit the knocking noise concern, the short block should not be replaced under this extended warranty program.

Short block assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) failures as a result of inadequate maintenance are not eligible for this program. Short block assembly replacements must be authorized via the Techline Warranty Authorization Program as described in Section 7.9 of the Kia Service Policy and Procedure Manual. **If an engine is replaced when the repair is not needed, the warranty claim may be charged back to the dealership. For any other engine issues, please have dealers consult with District Parts and Service Manager.**

Kia will notify dealers of this warranty extension on June 6, 2016, and Kia will notify owners on June 10, 2016.

Note that owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense, by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

Please contact me if you have any questions.

Regards,

Alex Lee
Manager, Safety Evaluation/Reporting & Recall Management
Legal Department
(949) 468-4866

REQUEST FOR REIMBURSEMENT FORM
2011–2014 My Optima Engine Connecting Rod
Kia New Vehicle Limited Warranty Extension

If you have paid to have your engine repaired/replaced due to connecting rod failure, you may be eligible for reimbursement for some or all of that expense. Mail this completed Request for Reimbursement Form to Kia, along with documentation specified below, for review and consideration to the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least sixty (60) days for review and response.

Customer Name: _____

Customer Address: _____

Customer City, State, Zip Code: _____

Daytime Phone: _____ Evening Phone: _____

Vehicle Identification Number: _____ (17 digits)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

Attach the following:

Repair Order showing:

- Name & address of person paying for the repair
- Vehicle Identification Number (VIN) of vehicle repaired
- **Description of the problem repaired (e.g., engine knocking noise, engine repair/replacement due to engine connecting rod failure) and the repairs made (e.g., replaced engine)**
- Date of repair and mileage on the vehicle at the time of repair
- Total cost of repair expense being claimed
- **Copy of maintenance repair receipts (e.g. oil and filter change). Refer to your Optima Owner's Manual, Maintenance Section 7 for maintenance requirements. If you are a subsequent owner please provide a copy of your Bill of Sale/Sales Contract.**

Evidence of Payment of Repair showing:

- Date of payment
- Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this warranty extension.

CLAIMANT'S SIGNATURE:

Signature

Print Name: _____