

	Customer Satisfaction Bulletin 2017-01	Issued Date July 7, 2017
	Subject 2014 MY Optima (TF) Engine Short Block Warranty Extension	

The purpose of this bulletin is to provide 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 certain **2014 MY Optima (TF) 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 2014 Optima vehicles were previously part of a Customer Satisfaction Bulletin covering Optima model years 2011-2014. The 2011-2013 model year vehicles, as well as 2014 Optima (QF) vehicles are now covered by a recall under SC147. 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 the engine does not exhibit the knocking noise concern, the short block should NOT be replaced under this extended warranty program.

The absence of proof of oil and oil filter changes or other ordinary maintenance does NOT provide a basis for denying a warranty claim under the standard or extended warranty for this concern. Warranty coverage denial under this program shall occur in a limited number of cases in which there is substantial proof of an extreme lack of maintenance or other damage which may independently cause a connecting rod failure.

NOTE: A Techline Warranty Assistance case must be created before any engine repair is initiated per Section 7.9 of the Kia Service Policies and Procedures Manual. 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

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

Warranty Coverage			
<< Warranty Coverage Validation			
Basic Vehicle Information		Battery Prorating	
		Warranty History	
		Print	
VIN #	KNAGM4A78E5448841	Year / Model	2014 / TF Optima.KR (TF)
Serial	448841	Model Description	OPTIMA LX 4CYL AUTO / 53222
Engine	G4KJDH11 2.4 LITER ENGINE	Color(Ext/Int)	SWP-SNOW WHITE PEARL / UP-SAND/BLACK
First Name		Last Name	
Mileage Entered		Retail Mileage	10
Production Date	Sep 09, 2013	Sales Type	TDRIV TEST DRIVE PROGRAM
Retail Date	Jan 31, 2014	Key Code	E0932
Wholesale Date	Oct 23, 2013	Warranty Start Date	Jan 31, 2014
Selling Dealer	GA064 : Carriage Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	N	Open Campaigns	N
Owner Transfers	N	Repairs in Last 60 Days	N
Sirius Subscription	N/A	Sirius ESN	
Sirius Activation Date		Sirius Expiration Date	
PDI Performed	Y		
Remark	<p>- MAY BE ELIGIBLE FOR 14MY TF OPTIMA ENG CONNECTING ROD WARRANTY EXTENSION (CUST SAT BULLETIN 2017-01)</p> <p>- ELIGIBLE FOR 11-14MY OPTIMA MDPS FLEX COUPLING WARRANTY EXTENSION (TSB CHA 072)</p>		

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)