




July 16, 2018

Attention: All Kia Dealer Service Managers

Kia is conducting a Product Improvement Campaign to perform a software update to the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage. The affected vehicles include:

- All 2015-2018 MY Sorento vehicles equipped with 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines;
- All 2014-2018 MY Sportage vehicles equipped with 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines;
- Some 2014 MY Optima vehicles equipped with 2.4L Gasoline Direct Injection (GDI) engines produced at KMC from August 29, 2013 to April 25, 2014; and
- All 2015-2018 MY Optima vehicles equipped with 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines.

Kia recently developed a Knock Sensor Detection System (KSDS) that detects vibrations indicating the onset of excessive connecting rod bearing wear. The KSDS is designed to alert the driver at an early stage of bearing wear before the occurrence of severe engine damage, including engine failure. If vibrations

caused by bearing wear start to occur, the Malfunction Indicator Lamp (MIL)  will blink continuously, and the vehicle will be placed in Limp Home Mode. This will reduce further damage to the engine and ensure that the vehicle occupants are not exposed to the risk of a more severe engine failure. At that time, Diagnostic Trouble Code ("DTC") P1326, specific to the KSDS, will be recorded in the ECU. The vehicle can continue to be operated for a limited time in Limp Home Mode, but it will accelerate slowly and have a reduced maximum speed. Also, engine RPMs will be limited to approximately 1800-2000 RPM.

LIFETIME WARRANTY COVERAGE FOR THIS ISSUE. Kia is providing lifetime engine warranty coverage for this issue **only** (DTC P1326), to both new and used vehicle owners of the affected vehicles identified above, for engine long block assembly repairs needed due to resulting bearing damage upon completion of the Product Improvement Campaign.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com and the campaign documents will be posted on kdealer.com in the week of **July 23, 2018**.

A copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue will be made available the week of July 23, 2018. A list of retail Kia Sorento, Optima and Sportage vehicle owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification.

NOTE: Kia will begin the owner notification mailing for the affected 2014-2015 MY Sorento, Optima and Sportage as follows:

- | | |
|--------------------------|------------------------|
| • 2015 MY Sorento: | July 26, 2018 |
| • 2014-2015 MY Optima: | Around August 20, 2018 |
| • 2014-2015 MY Sportage: | Around August 20, 2018 |

Owner notification mailings for the subsequent model years (2016-2018MY) will continue in the coming months until all owners have been notified. Customers are being strongly encouraged to have the repair



completed within 45 days from the date of receipt of the owner notification. **We appreciate your support in encouraging customers to have this Product Improvement Campaign completed as quickly as possible.**

Please start performing the repairs on any affected vehicles currently in your inventory to ensure that the Product Improvement Campaign has been completed prior to delivery.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their Sorento, Optima and Sportage vehicles. Be sure to remind your customers of the importance of following the vehicle's maintenance schedule and keeping maintenance records.

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. Kia dealers may use such owner information for the sole purpose of conducting and performing this product improvement campaign, and for no other purpose

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest".

Neem Van der Reest
Quality Analysis Manager
Enclosures