QUESTIONS AND ANSWERS

ENGINE CONTROL UNIT (ECU) SOFTWARE UPDATE
PRODUCT IMPROVEMENT CAMPAIGN – PI1805

October 24, 2019

Q1. What sort of campaign is Kia conducting?

A1. Kia Motors America, Inc. is conducting a Product Improvement Campaign to update the software for the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage.

Q2. What vehicles are affected by this campaign?

A2. Some 2019 MY Optima vehicles equipped with 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines produced at KMC from May 21, 2018 through February 28, 2019;

Some 2019 MY Sorento vehicles equipped with 2.4L Gasoline Direct Injection (GDI) engines produced from January 22, 2018 through March 6, 2019;

All 2019 MY Sportage vehicles equipped with 2.4L Gasoline Direct Injection (GDI) and 2.0L Turbocharged GDI (T-GDI) engines produced from April 2, 2018 through January 14, 2019.

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. Kia has 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.

Q4. Can you describe the Product Improvement Campaign and fix?

*A4. Kia has instructed its Kia dealers to perform the software update on the Engine Control Unit ("ECU") to protect the engine from excessive connecting rod bearing damage. Kia is also providing **lifetime engine warranty coverage** for this issue only (DTC P1326), to both new and used vehicle owners of the **affected 2019 MY vehicles identified above,** for engine long block assembly repairs needed due to resulting bearing damage upon completion of the Product Improvement Campaign.*

A5. How will the driver know that the Knock Sensor Detection System (KSDS) has detected vibrations indicating the onset of excessive connecting rod bearing wear?

A5. The Malfunction Indicator Lamp (MIL)  *will blink continuously, and the vehicle will be placed in a reduced power and acceleration mode referred to as "Limp Home Mode". The engine RPMs will be limited to approximately 1800-2000 RPM. As a result, the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.*

Q6. Have there been any deaths or injuries as a result of this issue?

A6. No

Q7. Will this cost vehicle owners any money?

A7. No. It will not cost the customer any money to have the Product Improvement Campaign performed.

Q8. How long will the repair take?

A8. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q9. How will owners of the affected vehicles be notified?

A9. *Kia will begin notifying owners of the affected Optima, Sorento, and Sportage vehicles by first class mail* ***beginning on October 29, 2019.***

Q10. Where were the vehicles produced?

A10. *The affected vehicles were produced at several Kia assembly plants in Korea and in the USA.*

Q11. How many vehicles are included?

A11. *Approximately* **193,863** *vehicles are included in this campaign.*

Q12. Are there any restrictions on an owner's eligibility?

A12. *No.*

Q13. If a customer has an immediate question, where can they get further information?

A13. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*