



October 24, 2019

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:

- 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.

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. 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.

Kia is 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 this Product Improvement Campaign. Please always check WEBDCS to validate the warranty coverage of individual vehicles included in this 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 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 during the week of October 28, 2019. 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 Optima, Sorento and Sportage vehicle owners, beginning on **October 29, 2019**. 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,

Kia Service Department