



November 6, 2019

Attention: All Kia Dealer Principals

Kia is conducting a Product Improvement Campaign on some 2020 MY Sportage vehicles equipped with 2.4-liter Gasoline Direct Injection (GDI) and 2.0-liter Turbocharged GDI (T-GDI) engines, produced from December 27, 2018 through September 18, 2019, to perform a software update to the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage.

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.

What Should You Do

Please make certain the appropriate personnel in your dealership are familiar with the details of this Product Improvement Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. Kia will begin the owner notification mailing for the affected Sportage vehicle owners, beginning on **November 8, 2019**.

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

Sincerely,

Kia Service Department
Enclosures