




November 6, 2019

Attention: All Kia Dealer Service Managers

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. 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.

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 on November 7, 2019. A list of retail Kia 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 Sportage vehicle owners, beginning on **November 8, 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 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