



**Kia Motors America, Inc.**

**Corporate Headquarters**

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## **IMPORTANT REMINDER OF ENGINE MAINTENANCE REQUIREMENTS FOR ENGINE LONGEVITY**

**PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**

July 31, 2020

Dear Kia Owner:

Kia Motors America, Inc. is sending this notice to remind you in detail of the oil and oil filter maintenance requirements provided in your Owner's Manual which are critical to your engine's health. **The purpose of sharing this information is to help you protect the investment you have in your vehicle's engine, to maximize its durability, and to avoid issues associated with insufficient or improper vehicle maintenance.**

**PLEASE READ THIS LETTER CAREFULLY AND FOLLOW ITS ADVICE.**

### **Why is Kia Sending this Maintenance Reminder?**

**As part of Kia's ongoing process of monitoring its vehicles' performance and industry engine technology, as well as engine oil industry technology, we have determined that all customers could benefit from a detailed reminder of the oil and oil filter maintenance requirements for their vehicles.**

1. Your engine was designed to comply with Federal and State environmental mandates governing emissions and fuel economy, while still delivering power and torque sufficient to meet your driving needs. As with all similar modern engines, such Federal and State mandates place critical demands on your engine and its lubrication system. Therefore, proper oil maintenance is essential to your engine's long-term health and performance.
2. Kia has engaged in extensive efforts to protect customer engines through developmental technology. Kia consistently re-evaluates engine performance, emissions, and durability, including oil usage and causes of engine failure.
3. Kia has also been evaluating Kia vehicle owner engine maintenance records for all models in light of its engine development and field experience. Kia has also focused on how American driving conditions have been developing over the years and the effect of those driving conditions on engine performance.

Your Owner's Manual recommends that under non-severe ("Normal") driving conditions, you should change the oil in your non-turbocharged vehicle every 7,500 miles or 12 months, whichever occurs first, and for turbocharged vehicles every 6,000 mile or 12 months, whichever occurs first. Where your vehicle is operated in "Severe Usage Conditions", your Owner's Manual recommends that the oil in your non-turbocharged vehicle be changed every 3,750 miles or 6 months, and for turbocharged vehicles that the oil be changed every 3,000 miles or 6 months, whichever occurs first.

Your Owner's Manual identifies the following as "**Severe Usage Conditions**":

1. Low speed driving, including idling and driving in heavy traffic and/or with frequent stop-and-go conditions [i.e., typical urban traffic]
2. Repeated driving of less than 5 miles [i.e., typical urban and suburban driving]

3. Driving on uphill, downhill and mountain roads [more than 30 of the U.S. states are mountainous or have substantial up-downhill driving]
4. Driving in heavy dust conditions [i.e., much of the land in the “plains states” between the Mississippi River and the Rocky Mountains, from Texas through North Dakota and Montana experience such conditions]
5. Very cold areas [i.e., the Northern tier of the U.S.] (there is also a need for a significant change in oil viscosity in the severest cold portions of the year)
6. Commercial driving [for example, if you drive for Uber or Lyft, or Grub Hub or other delivery services, taxis and limo-type services]

Kia’s ongoing evaluations and studies by third parties indicate that **Severe Usage Conditions are now typical for many and perhaps most American drivers.**

### **What Should You Do?**

- **Consider what driving conditions apply to your driving** so that you can correctly identify what maintenance schedule you should follow. Determine if you currently need an oil and oil filter change or when you should schedule your next oil and oil filter change based upon the mileage since your last service.
- Contact your preferred service provider at the appropriate date to **schedule an oil and oil filter change.** We recommend you have your vehicle maintained by an authorized Kia dealer that meets Kia’s high service quality standards, has factory-trained technicians and uses genuine Kia parts to service your vehicle properly.
- If your vehicle is equipped with a **built-in dashboard reminder** letting you know when your next oil maintenance is required (known as “Service Mode”), ask your Kia dealer when you visit to adjust the reminder interval to meet your personal driving conditions. You can check the availability and function of this feature by reviewing the Features section of your Owner’s Manual (Features>LCD Display>Service Mode).
- **If your oil pressure warning light or check engine warning light is illuminated,** please stop the vehicle as soon as it is safe to do so, turn off the engine and check your engine oil level. If it is low, fill the engine oil to the proper level. If the warning light stays on after the engine is started, turn the engine off immediately and have your vehicle inspected by your authorized Kia dealer.
- Your Owner’s Manual reminds you to **check your engine oil level on your dipstick between oil changes** whenever you stop for fuel. We suggest that you perform such a check at least 1,000 miles before your next oil change so that you understand your vehicle’s unique current oil consumption rate and avoid allowing your engine oil to drop below the minimum. If you are at or below the minimum line, add a quart of oil and recheck the oil level. As your vehicle mileage increases, you will probably see an increase in your engine’s oil consumption, which you should be aware of and can adjust for if you are checking your oil level between changes. To familiarize yourself with the location of your dip stick and oil filler cap, review your Owner’s Manual.
- It is important to be aware that **ANY engine’s oil consumption can increase at higher mileages.** Oil consumption can increase more rapidly if you do not change the oil and oil filter at the required intervals. Delaying oil and oil filter changes will significantly increase wear and tear and require even more frequent oil and oil filter changes in the future in order to prevent significant engine damage.
- If you are qualified to do so, and you choose to change the oil and oil filter yourself, **ensure that the oil and filter used meets Kia’s specifications.** See Section 8 of your Owner’s Manual for that information or consult your authorized Kia dealer. Keep your oil and oil filter purchase receipts as proof that you have purchased quality products meeting the proper specifications.
- If you choose to have a third-party service company change the oil and oil filter, Kia cannot ensure that you will be receiving adequate quality products from them. It is up to you to require them to provide such quality products and that those products be reflected in the third-party service invoices.
- If you live in a very cold state and you are approaching winter – or if you move to such a state for a prolonged stay in the winter -- make sure to adjust your oil viscosity to the level needed to protect your engine. **Lower viscosity engine oils provide better fuel economy and cold weather performance.** See Section 8 of your Owner’s Manual for the temperature ranges and viscosity choices. An authorized Kia dealer will be able to provide the necessary oil or oil information for that change.

- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the “Dealers” button in the upper right corner. You can also use the QR code with your mobile device to access this information):



- **Place this letter in your vehicle’s glove compartment, preferably together with your vehicle’s other owner and warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.**

### **Reminder About Your Warranty Contract**

Please also remember that your Kia warranty is a legal contract which gives you certain rights but also imposes certain legal obligations on you. Following Kia’s Owner’s Manual instructions regarding oil and oil filter change intervals is necessary to protect your engine, your investment and your Kia warranties. The following is from your Owner’s Manual:

#### **LEGAL STATEMENT**

- Improper maintenance during the warranty period, including the extended warranty Kia is providing, may affect warranty contract coverage. In order to maintain the warranty contract on your engine, you must maintain it in accordance with the time and mileage specifications provided in your vehicle’s Owner’s Manual. Moreover, you must use quality lubrication products meeting Kia’s specifications.
- **You should retain documents that show proper maintenance using the correct oil and filter have been performed.** This will establish compliance with your obligations in the event an engine failure is determined to exist as the result of a lack of maintenance as indicated by the condition of the engine.

### **Have You Changed Your Address or Sold Your Kia?**

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid “Change of Address/Ownership” card and mail it to us.

### **What If You Have Other Questions?**

- Should you have any questions regarding this Maintenance Reminder or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia’s Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner’s section of [www.kia.com](http://www.kia.com).

We hope this information and advice helps you protect your investment in your Kia vehicle and increases its longevity and durability. Thank you for choosing Kia.

Sincerely,

Consumer Affairs Department