



**QUESTIONS AND ANSWERS**  
**SC189 - 2011-2015 MY KIA OPTIMA WITH 2.4L ENGINE**  
**AUXILIARY EVAPORATIVE CANISTER INSTALLATION**  
**Voluntary Emissions Service Campaign**  
**July 28, 2020**

**Q1. What sort of campaign is Kia conducting?**

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to install an Auxiliary Canister Kit to improve evaporative system performance.*

**Q2. What vehicles are affected by this emissions service campaign?**

A2. *Certain 2011-2015 MY Kia Optima vehicles equipped with the 2.4-liter engine manufactured from August 12, 2010 through July 23, 2015.*

**Q3. What is the problem with the Evaporative Canister?**

A3. *Kia has become aware of some 2011-2015 MY Optima vehicles that may have been produced with evaporative canisters that can cause the vehicle to release air pollutants that exceed Federal and California emissions standards. These standards were established to protect the public health and welfare from the dangers of air pollution.*

**Q4. Can you describe the emissions service campaign and fix?**

A.4 *All owners of the affected 2011-2015 MY Kia Optima vehicles equipped with the 2.4-liter engine will be notified of this condition and asked to contact their Kia dealer to have the auxiliary evaporative canister installed on their vehicle.*

**Q5. Will this cost Optima owners any money?**

A5. *No. It will not cost the customer any money to have the service campaign performed.*

**Q6. How long will the repair take?**

A6. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

**Q7. How will owners of the affected vehicles be notified?**

A7. *Kia will be notifying owners of the affected vehicles by first-class mail on **July 31, 2020**.*

**Q8. Where were the vehicles produced?**

A8. *The affected vehicles were produced at Kia assembly plants in Korea.*

**Q9. How many vehicles are included?**

A9. *Approximately **136,878** of Kia Optima vehicles equipped with the 2.4-liter engine*

**Q10. Are there any restrictions on an owner's eligibility?**

A10. *No.*

**Q11. If a customer has an immediate question, where can they get further information?**

A11. *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](http://www.kia.com).*