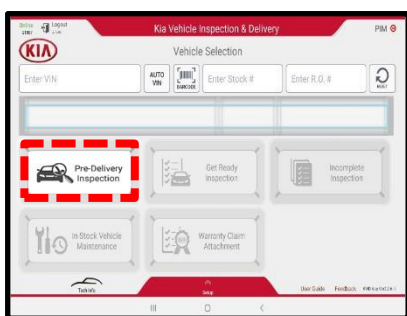
	GROUP ENG	MODEL 2020MY~ All Models
	NUMBER 217	DATE July 2020
TECHNICAL SERVICE BULLETIN		
SUBJECT: MAINTENANCE REMINDER FEATURE		

This bulletin provides information regarding a new Maintenance Reminder feature for the Kia Vehicle Inspection and Delivery (KVID) app for 2020MY vehicles and later. Many earlier models and model years include a Maintenance Reminder feature, but they have not included this app function.

During vehicle Pre-Delivery and Inspection (PDI), the Maintenance reminder creates a dashboard display message advising the customer when their next oil and oil filter change and regular service is due. The Maintenance Reminder feature sets the miles and time until maintenance is required. If the Customer fails to timely take his vehicle in for service, the mileage and the time indicated move into negative categories.

Maintenance Reminder Setting In the IP Cluster

After connecting the PDI Interface Module (PIM) to the Data Link Connector (DLC) and configuring the KVID app with Auto Vin, selecting **'Pre-Delivery Inspection'** sets the vehicle's maintenance reminder to that model's "Normal" service interval as indicated in their Owner's Manual. It is necessary that you confirm the Maintenance Reminder was set after selecting the **'Pre-Delivery Inspection'**. Reference [PS628](#) for procedures on how to verify vehicles Maintenance Reminder settings. This service interval step must be completed to proceed with completion of the PDI. The maintenance reminder interval will be set according to the vehicle's Owner's Manual recommended "Normal" Service Interval.



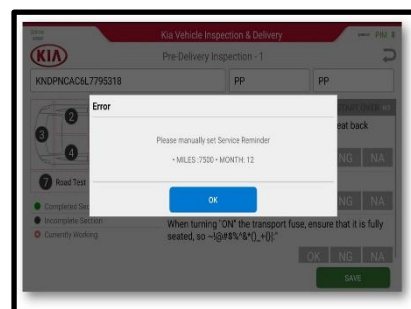
Service Interval will be set accordingly based off the VIN:

- ✓ 7,500 (12months) on Non-Turbo Engines + EV
- ✓ 6,000 (12 Months) on Turbo Engines

The Service Reminder was NOT automatically set.
This will require manual entry into the IP cluster.

Under certain conditions the mileage may not set properly if:

- The service interval is already set
- The vehicle mileage exceeds 62, on select models with CAN based security lockout



**Printed TSB copy is for reference only; information may be updated at any time.
Always refer to KGIS for the latest information.**

Circulate To: **General Manager** **Service Manager** **Parts Manager**
 Service Advisors **Technicians** **Body Shop Manager** **Fleet Repair**

IMPORTANT NOTICE

The NORMAL setting is used when the vehicle is first delivered to the customer. However, it is essential that each dealer, at the customer's first service, question the customer as to their vehicle's driving conditions. These questions are based on the Owner's Manual to determine if the Maintenance Reminder should be adjusted to apply the SEVERE setting. KMA's evaluations are that many and maybe most owners are using their vehicles under such SEVERE conditions and they should therefore have their oil and oil filter changed every 3,000 or 3,750 miles depending on the model.

The questions that should be asked of customers by service techs are as follows:

Do You Drive Your Vehicle Under Any of the Following Conditions: [The bracketed language is to clarify the meaning of the phrase for the customer]

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 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 – states from Texas through North Dakota and Montana can have such dust conditions]
5. Very cold areas [i.e., the Northern tier of the U.S. (these also require a change in oil viscosity during the cold months)]
6. Commercial driving [for example, Uber and Lyft, Grub Hub and other delivery services, taxis and limo-type services]

If the customer responds yes to any of these questions, the Service Reminder on the dashboard display should be set to the SEVERE mileage and months for that model.