



## QUESTIONS AND ANSWERS

### ENGINE CONTROL UNIT (ECU) SOFTWARE UPDATE - KSDS PRODUCT IMPROVEMENT CAMPAIGN – PI2101

January 20, 2021

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

A1. *Kia Motors America, Inc. is conducting a Product Improvement Campaign to update the software for the Engine Control Unit (ECU) to protect the engine from excessive connecting rod bearing damage.*

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

A2. *2011 MY Kia Sorento vehicles equipped with the 2.4-liter MPI engine and manufactured from October 24, 2009 through June 24, 2011.*

**Q3. Why is Kia conducting a Product Improvement Campaign?**

A3. *Kia has developed 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.*

**Q4. Can you describe the Product Improvement Campaign?**

A4. *Kia has instructed its Kia dealers to perform the software update on the Engine Control Unit ("ECU") to protect the engine from excessive connecting rod bearing damage. **Upon completion of the KSDS software update**, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.*

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

A5. *No. It will not cost the customer any money to have the Product Improvement 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 **January 21, 2021**.*

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

A8. *The affected vehicles were produced at the Kia assembly plant in George, USA.*

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

A9. *Approximately 106,418 vehicles are included in this campaign.*

**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).*