



QUESTIONS AND ANSWERS
SC208 - 2011-2016 MY OPTIMA HYBRID AUXILIARY EVAPORATIVE CANISTER INSTALL
VOLUNTARY EMISSIONS SERVICE CAMPAIGN
August 16, 2021

Q1. What sort of campaign is Kia conducting?

A1. Kia 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 2011-2016 MY Kia Optima Hybrid vehicles manufactured from February 15, 2011 through July 22, 2015.

Q3. What is the problem with the Evaporative Canister?

A3. Kia has become aware some 2011-2016 MY Kia Optima Hybrid vehicles may have been produced with evaporative canisters that can cause the vehicle to release air pollutants, which 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?

A4. All owners of the affected 2011-2016 MY Kia Optima Hybrid vehicles will be notified of this condition and asked to contact their Kia dealer to have the Auxiliary Canister Kit installed on their vehicle.

Q5. Will this cost Optima Hybrid 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 August 18, 2021.

Q8. Where were the vehicles produced?

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

Q9. How many vehicles are included?

A9. Approximately 58,914 Kia Optima Hybrid 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, 5 A.M. to 6 P.M., Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.