



GROUP  
ENG

MODEL  
Multiple Models  
Listed

NUMBER  
222 (Rev 5, 01/06/2022)

DATE  
December 2020

## TECHNICAL SERVICE BULLETIN

SUBJECT:

**EXCESSIVE OIL CONSUMPTION  
NU/GAMMA/THETA/KAPPA ENGINES**

### ★ NOTICE

**This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.**

This bulletin provides information on diagnosing and/or repairing some 2011-2021MY vehicles (refer to the tables on pages 8-9 for applicable models and engine), which may exhibit a symptom of excessive oil consumption. Follow the flowchart on page 2 and instructions outlined on page 3 in this procedure to repair a vehicle exhibiting excessive oil consumption.

### Key points regarding engine oil maintenance:

- Engine oil is responsible for lubrication, cooling, and operation of hydraulic components of the engine. Engine oil is expected to be consumed in normally operating engines. Therefore, regular oil level checking and oil changes are required as part of the factory maintenance schedule.
- The purpose of oil changes is to prevent oil deterioration. A separate requirement is to maintain the oil level, independent of the oil change interval. It is necessary to check the oil level at every fueling stop and replenish the oil, if necessary. This is one of several check items that the owner's manual recommends at every fueling stop.
- Operation with deteriorated or low engine oil causes reduced lubrication and cooling, as well as impaired operation of hydraulic components. This leads to abnormal wear of engine parts, oversaturation of carbon, and deposits of oil sludge. These can result in damage to multiple areas of the engine, ultimately requiring a costly, lengthy, and preventable repair.

Ring Stick /Deposit



Excessive wear  
On wetted parts



Oil Sludge

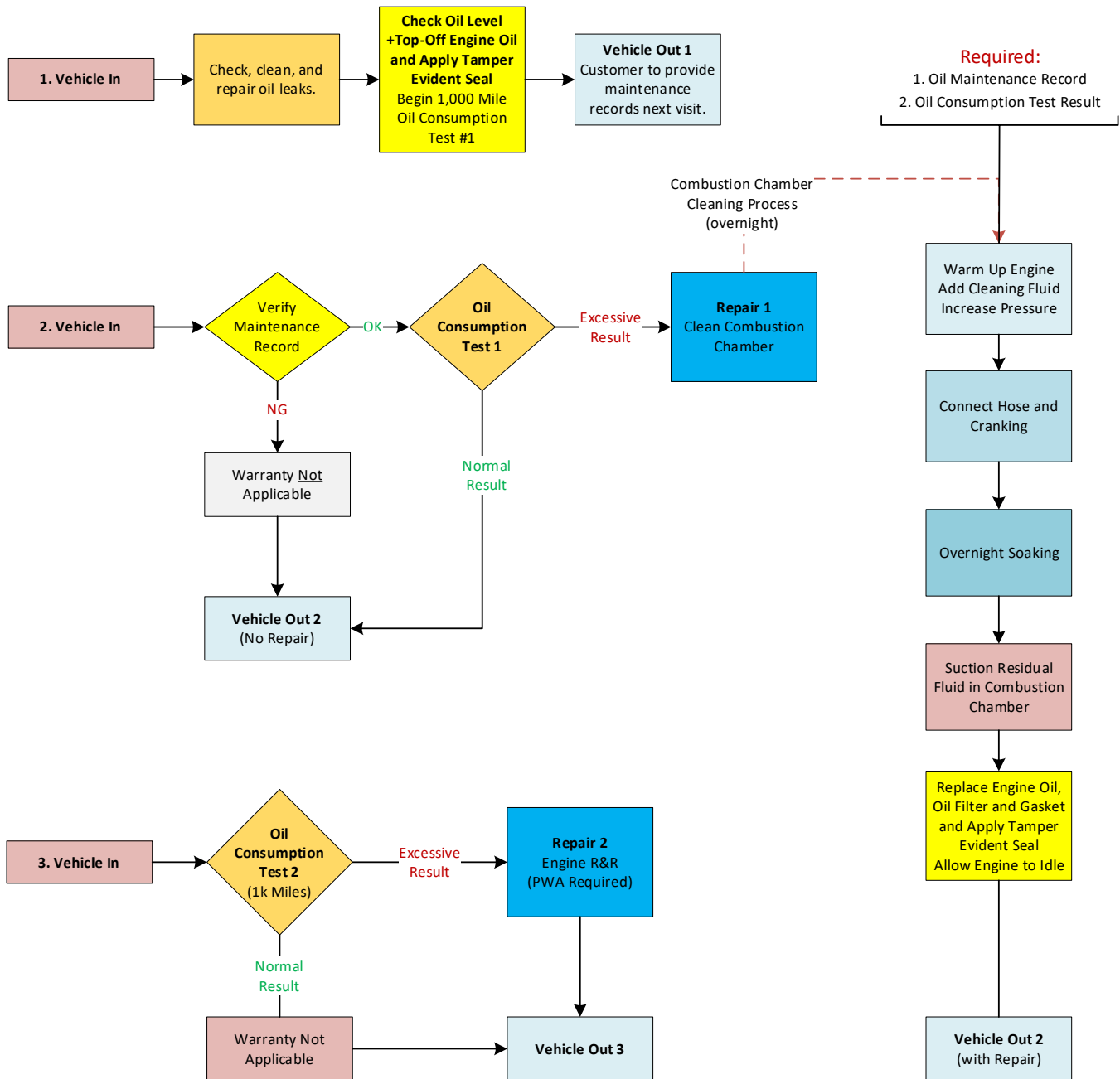


Printed TSB copy is for reference only; information may be updated at any time.  
Always refer to KGIS for the latest information.

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

**Flowchart:**

Refer to page 3 for additional information and instructions.



**Note:** Engine replacement requires TL PWA with Oil Consumption results.

**IMPORTANT**

Following an oil and filter change, always set the next recommended service interval reminder per the owner’s manual. Refer to [TSB ENG219](#) for the applicable Service Reminder feature found on some 2014~ model vehicles.



## Oil Consumption Test:

### A. Engine Oil Inspection (Preparation for Test 1)

1. Check if an oil leak is present. (**Note:** If an oil leak is confirmed, the oil leak source needs to be repaired prior to performing the outlined procedure in this publication).
2. Turn the engine 'ON' for about 10-15 minutes until reaching normal operating temperature. Ensure the temperature gauge reads at the 1/2 mark.
3. Turn the engine 'OFF' and open the oil filler cap. (**Note:** Wait for the engine oil to drop to the oil pan for about 15 minutes).
4. Check the oil level using the oil level gauge/dipstick and document the reading in the RO.
5. If engine oil top off is required, fill the engine oil to the 'F' (Full) line on the level gauge/dipstick. Refer to page 6, step 10 for required oil type and viscosity.
6. Re-install the engine oil filler cap and oil level gauge and apply a tamper evident silicone seal to the drain plug, oil filter, dipstick and oil cap. **Vehicle Out 1.**

### B. Engine Oil Inspection (After 1k Miles of Driving)

1. Repeat steps from section A. 1-4.
2. Calculate the oil consumption amount as follows (Result = Refer to Flowchart on page 2):

$$\text{Oil Consumption amounts (Mile/qt)} = \frac{\text{Driving Distance (Mile)}}{\text{Oil Replenishment amounts after driving (qt)}}$$

- If the oil consumption amount is less than 1qt/1,000 miles, **Normal** consumption, **No Repair**.
  - If the oil consumption amount is over 1qt/1,000 miles, **Excessive** perform **Repair 1** (Clean Combustion Chamber, pages 4-6).
  - Replace the engine oil, oil filter and gasket and apply a tamper evident silicone seal to the drain plug, oil filter, dipstick and oil cap.
3. Top-off the engine oil to the 'F' (Full) line of the oil level gauge/dipstick. Refer to page 6, step 10 for required oil type and viscosity.
  4. Re-install the engine oil filler cap and oil level gauge/dipstick. **Vehicle Out 2.**

### C. Engine Oil Inspection (After Repair 1 and 1,000 Miles of Driving)

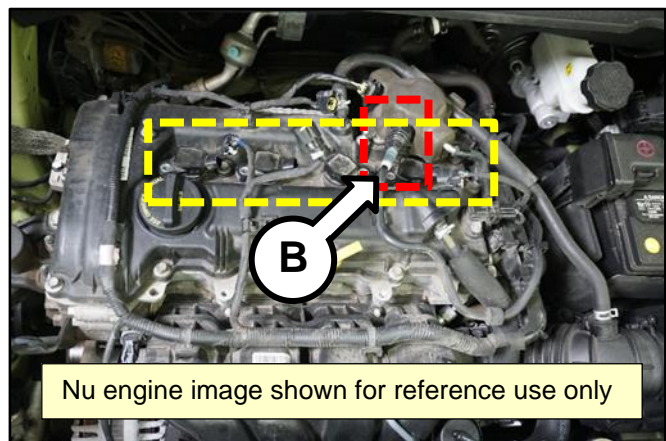
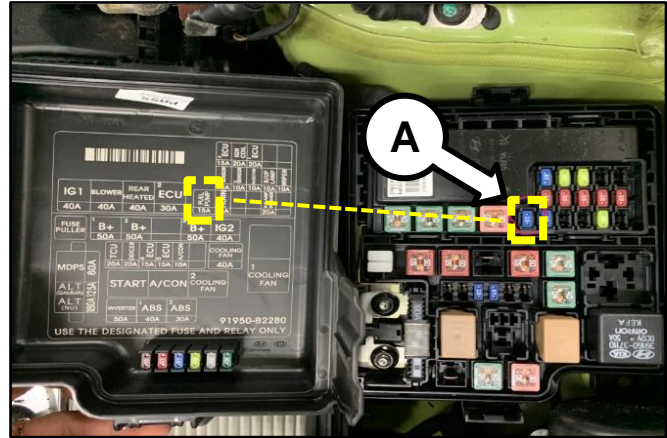
1. Repeat steps from section B. 1-2.
  - If the oil consumption amount is less than 1qt/1,000 miles, **Normal** consumption, **No Repair**
  - If the oil consumption amount is over 1qt/1,000 miles, **Excessive** perform **Repair 2** (Engine R&R, page 7).
2. Top-off the engine oil to the 'F' (Full) fill line of the oil level gauge/dipstick. Refer to page 7, step 1 for required oil type and viscosity.
3. Re-install the engine oil filler cap and oil level gauge/dipstick. **Vehicle Out 3.**



**Cleaning Procedure (Combustion Chamber):****\* NOTICE**

This procedure requires overnight soaking, place vehicle in an area with adequate space.

- 1a. Start the engine and allow it to reach operating temperature.
- 1b. Turn the engine 'OFF'.
- 1c. Remove the engine junction box cover and remove the fuel pump fuse (A).
- 1d. Start the engine and allow it stall.
- 1e. Remove the engine cover and disconnect the battery negative (-) terminal.
- 2a. Disconnect the fuel control connector (B).
- 2b. Disconnect the four (4) ignition coil connectors
- 2c. Remove the four (4) spark plugs.



**Note:** Low pressure fuel pipe needs to be detached before removing ignition coils.

**! WARNING**

**Fuel vapors are flammable. Death or serious injury can result if they are ignited. Make sure there are no open flames or smoking in the area of the repair. Adequate ventilation is necessary to prevent a build-up of fumes which could ignite, causing fire or explosion.**

3. Inject the cleaning fluid into the cylinders through the spark plug holes.

Using the supplied syringe add at least 1.7oz (50cc) to each cylinder.

**Specification:** Min. 1.7oz (50cc) / Max 2.2oz (66.5cc)





**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**

4. Using SST 09580 3D100 pressurize each cylinder under pneumatic pressure (-2~3 bar) for three (3) minutes.

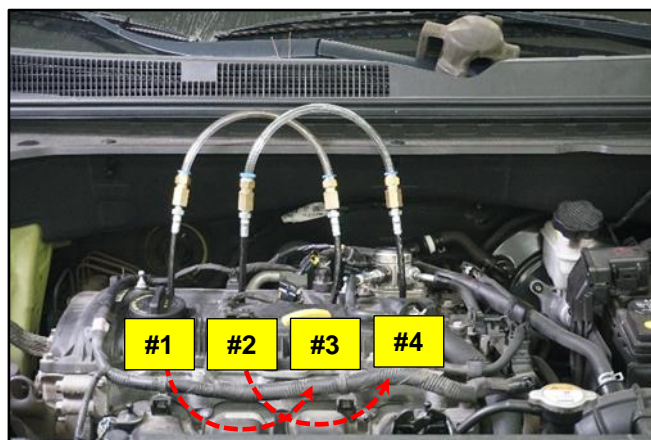
**Note:** Before pressurizing, set the associated cylinder to TDC.



- 5a. Connect the four (4) hoses & adaptors to each cylinder as shown.

**Note:** Connect Cyl. #1 to #3 and #2 to #4.

- 5b. Reconnect battery negative (-) terminal.  
5c. Crank the engine for 3 seconds / 3 times.



- 6a. Disconnect the hose and inject 1.7oz (50cc) min. of the cleaning fluid to each cylinder (1-4).

**Specification:** Min. 1.7oz (50cc) / Max 2.2oz (66.5cc)

- 6b. Disconnect the battery negative (-) terminal.



7. Allow the vehicle to sit overnight (at least 8 hours).

**CAUTION: Do Not** turn the engine 'ON' until completion of the cleaning procedure.

Proceed to step 8 after overnight soaking.



**CONTINUED AFTER 8 HOURS (OVERNIGHT SOAKING):**

- 8a. Remove the residual washing liquid in combustion chamber using the syringe or suction tool.

**Note:** For best results, a pneumatic suction tool is recommended.

- 8b. Reconnect battery negative (-) terminal.



9. Place a clean towel/shop rag over the spark holes. Crank the engine for 3-5 seconds, 3 times.

**CAUTION**

If spark plug holes are not sufficiently covered, fluid may spray into the air, potentially causing injury. An assistant may be needed. Wear safety glasses while performing this step.



10. Replace the engine oil and filter and apply a tamper evident silicone seal to the drain plug, oil filter dipstick and oil filler cap.

Engine crankcase oil specification and fill capacity: 5W-30 or 0W-20 engine oil (as applicable)

**Note:** Refer to **KGIS** for oil level type and capacity.



11. Reinstall all removed parts in the reverse order of removal.
12. Re-connect the fuel pump relay in the fuse box.
13. Allow the engine to idle for 10 minutes and accelerate the engine to 3,000rpm, 3 times.

**Refer to KGIS for oil level capacity.**

**Required Product:** QUARTZ 9000 FUTURE FGC Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 above – Note: 0W20 (for Hybrid Applications).

**If not available,** use other brand 0W20 or 5W30 and Full Synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

**Engine Replacement Procedure:  
(2.0L Nu GDI / 1.6L GDI Gamma / 2.0L T-GDI and 2.4L GDI Theta Engines)**

1. Replace the engine by referring to the “Engine Mechanical System → Engine and Transaxle Assembly → Engine and Transaxle Assembly → Repair procedures” chapter in the applicable Shop Manual on KGIS.

Replace the engine oil, oil filter and oil plug gasket.

Engine crankcase oil specification and fill capacity: 5W-30 engine oil:

**Refer to KGIS for oil level capacity.**

**Required Product:** QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.

**If not available,** use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

**Note: For Hybrid Applications  
(1.6L Gamma and 1.6L Kappa Engines)**

**Required Product:** QUARTZ 0W-20 Full Synthetic API/SN PLUS, Latest (ILSAC Latest) GF-6 or ACEA C5

**If not available,** use other brand 0W20 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.










**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**AFFECTED VEHICLE RANGE:**

| Model                             | Model Year   |
|-----------------------------------|--------------|
| Forte (YD, YDm, BD, BDm)          | 2014-2021    |
| Niro (DE HEV)                     | 2017-2020    |
| Soul (AM, PS, SK3)                | 2012 to 2021 |
| Sportage (SL, QL, QF)             | 2011 to 2020 |
| Optima (TF, JF, JFa)              | 2011 to 2020 |
| Sorento (XMa, UMa)                | 2012 to 2020 |
| Rio (UB, SC)                      | 2012-2021    |
| Stinger (CK)                      | 2018-2021    |
| Seltos (SP2), Sorento (MQ4 P/HEV) | 2021         |
| K5 (DL3a)                         | 2022         |

**REQUIRED TOOL:**

| Tool Name              |                | Figure   | Comments   |
|------------------------|----------------|--|--|
| Cleaning Fluid         | UM020 CH265    |    | For each engine, utilize initial supply of 99F00 AQ019FFF (qty. 4 per vehicle)<br>Once depleted, use 1 bottle of (Valvoline #884526) per vehicle<br>Additional chemical can be ordered through Kia Chemicals |
| Cleaning Kit           | KQ234 C6100FFF |  | <b>All Components</b><br>For replacement kits and/or components, contact Snap-On Business Solutions  |
| M12 GDI Adaptor        | KQ234 C6101FFF |  | 4  |
| M12 MPI Adapter        | KQ234 C6201FFF |  | 4  |
| Hose                   | KQ234 C6102FFF |  | 2  |
| Syringe and hose       | KQ234 C6103FFF |  | 2  |
| Pressurization Adapter | KQ234 C6104FFF |  | 1  |
| Kit Case               | KQ234 C6105FFF |  | 1  |



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**'LONG BLOCK' REPLACEMENT MODELS: (Pages 13-18)**

| MY        | Model   | Engine                        |
|-----------|---|-------------------------------|
| 2012-2016 | Soul (AM/PS)  | Gamma 1.6L GDI                |
| 2014-2019 | Soul (PS)   | Nu 2.0L GDI                   |
| 2011-2020 | Optima (TF, JF, JFa), Sportage (SL, QF, QL), Sorento (XMa, UMa) | Theta 2.0L T-GDI and 2.4L GDI |

**>>> All other model vehicles are 'SHORT BLOCK' replacement. (Pages 19-20) <<<**




**REQUIRED PART: (NU 2.0L GDI ENGINE)**

| Part Name                   | Part Number (Non-ISG)   | Part Number (ISG)  | Figure  | Qty. |
|-----------------------------|---|--------------------|---|------|
| Engine Long Block (14-16MY) | 21101<br>2EG01FFFR  | 21101<br>2EG02FFFR |                              | 1    |
| Engine Long Block (17-19MY) | 21101<br>2EG03FFFR  | 21101<br>2EG04FFFR |   |      |
| Fuel Tube                   | 35305 2E510FFF  |                    |                              | 1    |
| Part Name                   | Kit Part Number   | Part Number        | Description   | Qty. |
| Engine Service Kit          | <br>21111 2EG01FFF | 26611 2E022        | Rod Assy – Oil Level  | 1    |
|                             |   | 28521 2E000        | Gasket – Exhaust Manifold   | 1    |
|                             |   | 28313 2E000        | Gasket – Intake Manifold  | 1    |
|                             |   | 35312 2G750        | Injector O-ring Kit (Combustion Seal Ring)<br>35312 2B110<br>(Support Disc) 35312 2B111<br>(O-Ring) 35312 2B112 | 4    |
|                             |   | 35309 2B110        | Injector Clip   | 4    |
|                             |   | 35313 2B110        | Injector Washer   | 4    |
|                             |   | 35322 2G700        | High-Press. Pump O-ring   | 1    |
|                             |   | 11405 06206K       | High-Press. Pump Bolt   | 2    |
|                             |   | 28751 2B300        | Gasket - Front Muffler  | 1    |
|                             |   | 13183 12000        | Nut - Front Muffler   | 2    |
|                             |   | 39250 2E000        | Knock Sensor  | 1    |
|                             |   | 11403 08306K       | Bolt - Flange   | 1    |
|                             |   | 25460 2E006        | Pipe Assembly – Heater  | 1    |
|                             |   | 25480 2E000        | Hose Assembly – Heater  | 1    |
| 25456 2E100                 | Bolt – Washer Assembly  | 2                  |   |      |

**\*FFF part may be shipped if FFFR is not available.**






**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**REQUIRED PART: (GAMMA 1.6L GDI ENGINE)**

| Part Name                   | Part Number (Non-ISG)   | Part Number (ISG)    | Figure   | Qty.        |
|-----------------------------|---|----------------------|--|-------------|
| Engine Long Block (12-13MY) | 21101 2BK01FFFR   | 21101 2BK02FFFR      |                                 | 1           |
| Engine Long Block (14-16MY) | 21101 2BK03FFFR   |                      |  |             |
| Fuel Tube                   | 35305 2B000FFF  |                      |                                 | 1           |
| Part Name                   | Kit Part Number   | Part Number          | Description  | Qty.        |
| Engine Service Kit 1        | <br>21111 2BS01FFF | 26611 2B611          | Rod Assy – Oil Level   | 1           |
|                             |   | 26612 2G601          | Guide Assy – Oil Level   |             |
|                             |   | 28521 2B400          | Gasket – Exhaust Manifold  | 1           |
|                             |   | 28411 2B600          | Gasket – Intake Manifold   | 1           |
|                             |   | 35312 2G750          | Injector O-ring Kit<br>(Combustion Seal Ring)<br>35312 2B110<br>(Support Disc) 35312 2B111<br>(O-Ring) 35312 2B112 | 4           |
|                             |   | 23124 2B020          | Pulley - Damper  | 1           |
|                             |   | 23127 2B700          | Bolt – Crank Pulley  | 1           |
|                             |   | 35313 2B110          | Injector Washer  | 4           |
|                             |   | 35322 2G700          | High-Press. Pump O-ring  | 1           |
|                             |   | 11405 06206K         | High-Press. Pump Bolt  | 2           |
|                             |   | 26614 2B000          | O-RING<br>(OIL LEVEL GUIDE)  | 1           |
|                             |   | Engine Service Kit 2 | <br>21112 2BS01FFF              | 25452 2B000 |
| 25457 2B000                 | Pipe – Heater   |                      |  | 1           |
| 11403 08126K                | Bolt – Flange   |                      |  | 1           |
| 13396 06007K                | Nut – Flange  |                      |  | 2           |
| 21516 35010                 | Bolt – Flange (6X12)  |                      |  | 1           |
| 25500 2B000                 | Thermostat Assy   |                      |  | 1           |
| 25600 2B600                 | Control Assy – Water Temp   |                      |  | 1           |
| 25631 2B051                 | Fitting Assy – Water Inlet  |                      |  | 1           |
| 11403 06207S                | Bolt – Flange   |                      |  | 3           |
| 13386 08007C                | Nut – Flange  |                      |  | 2           |
| 26300 35505                 | Filter Assy – Oil   |                      |  | 1           |
| 39250 2B000                 | Knock Sensor  |                      |  | 1           |
| 11403 08306K                | Bolt - Flange   |                      |  | 1           |
| 28751 2B200                 | Gasket – Front Muffler  |                      |  | 1           |
| 13183 12000                 | Nut – Front Muffler   |                      |  | 2           |

**\*FFF part may be shipped if FFFR is not available.**

**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**REQUIRED PART: (THETA GDI ENGINES)**






| Model    | Description                      | Part Number                   | Figure  | Qty. |
|----------|----------------------------------|-------------------------------|---|------|
| ALL      | Engine Long Block<br>(see below) | Applicable P/N<br>(see below) |    | 1    |
| Model    | Production Year                  | Part Number                   |   | Qty. |
|          |                                  | 2.0L T-GDI                    | 2.4L GDI  |      |
| SL       | 11-13MY                          | 21101 2GK07QQKR*              | N/A   | 1    |
| TF<br>QF |                                  | 21101 2GK07QQKR*              | 21101 2GK05QQKR*  |      |
| XMa      | 12-13MY                          | N/A                           | 21101 2GK09QQKR*  |      |
|          | 14MY (ULEV)                      |                               | 21101 2GK11QQKR*  |      |
|          | 14MY (SULEV)                     |                               |   |      |
| UMa      | 15-17MY                          | 21101 2GK32QQKR*              | 21101 2GK31QQKR*  |      |
|          | 18-20MY                          |                               | 21101 2GK33QQKR*  |      |
| QF       | 14-15MY                          | 21101 2GK08QQKR*              | 21101 2GK06QQKR*  |      |
| TF       | 14-15MY                          | N/A                           |   |      |
| SL       | 14-16MY                          | 21101 2GK37QQKR*              | 21101 2GK36QQKR*  |      |
| JF/JFa   | 16-20MY                          | 21101 2GK32QQKR*              | 21101 2GK34QQKR*  |      |
| QL       | 17-20MY                          | 21101 2GK39QQKR*              | 21101 2GK35QQKR*  |      |
| Models   | Description                      | Part Number                   | Figure  | Qty. |
| ALL      | Oil Cooler<br>Tube Assembly      | 25470 2G050QQK**              |  | 1    |
| AT       | Drive Plate Bolts                | 23311 25050                   |  | 7    |
| M/T      |                                  | 23231 25200                   |   |      |

**\*QQK part may be shipped if QQKR is not available. \*\*Oil Cooler Tube assembly replacement is conditional.**

**Continued on page 12...**



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**REQUIRED PART: (THETA GDI ENGINES)**

| Model                                     | Description              | Image  |   | Comment                    |
|---|--------------------------|--|---|----------------------------|
| ALL                                       | Service Kit I            |     |  | One (1) per engine.        |
| MY / Model                                | Description              | Service Kits   |   | Qty.                       |
|   |                          | 2.4 GDI  | 2.0 T-GDI   |                            |
| 14-16MY (SL)<br>14-15MY (TF)<br>15MY (QF) | <b>Service Kit I</b>     | 21111 2GK50QQK   | 21111 2GK60QQK  | 1                          |
| 15MY XMa                                  |                          | 21111 2GK50QQK   | N/A   |                            |
| 16-20MY JF<br>JFa                         |                          | 21111 2GK51QQK   | 21111 2GK52QQK  |                            |
| 15-20MY UMa                               |                          | 21111 2GK51QQK   | 21111 2GK52QQK  |                            |
| 17-20MY QL                                |                          | 21111 2GK51QQK   | 21111 2GK52QQK  |                            |
| ALL                                       | Service Kit II           |   |   | One (1) per engine.        |
| MY / Model                                | Description              | Service Kits   |   | Qty.                       |
|   |                          | 2.4 GDI  | 2.0 T-GDI   |                            |
| 14~16MY SL<br>14~15MY TF<br>15MY QF       | <b>Service Kit II</b>    | 21111 2GK70QQK   |   | 1                          |
| 15MY XMa                                  |                          | 21111 2GK70QQK   | N/A   |                            |
| 15~20MY UMa                               |                          | 21111 2GK71QQK   | 21111 2GK72QQK  |                            |
| 17~20MY QL                                |                          | 21111 2GK71QQK   | 21111 2GK72QQK  |                            |
| 16~20MY JF<br>JFa                         |                          | 21111 2GK71QQK   | 21111 2GK72QQK  |                            |
| ALL                                       | Drive Plate Bolts        |  |   | Req. Qty. 7 per vehicle    |
|   |                          | 23311 25050 (AT)<br>23231 25200 (M/T)  |   |                            |
| ALL                                       | Oil Cooler Tube Assembly |  |   | Replacement is conditional |
|   |                          | 25470 2G050QQK   | 25470 2G650QQK  |                            |



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**WARRANTY INFORMATION: NU 2.0L GDI (PS)**
**N Code: E74 C Code: ZZ1**

| Claim Type     | Causal P/N   | Qty. | Repair Description   | Labor Op Code | Op Time    | Replacement P/N                          | Qty. |
|----------------|--|------|--|---------------|------------|--|------|
| W              | Valve Stem Seal<br>(Refer to EPC)  | 0    | Vehicle In (1)<br>Engine Oil Top-Off<br>(Request Svc Record)   | 21101F71      | 0.6<br>M/H | *Engine Oil Allowance                    | 0    |
|                |  |      | Vehicle In (2)<br>Oil Consumption Test #1<br>(Normal Consumption)  | 21101F73      | 0.6<br>M/H | N/A                                      | 0    |
|                |  |      | Vehicle In (2)<br>Oil Consumption Test #1<br>(Excessive Consumption)<br>+Combustion Chamber<br>Cleaning + Vehicle In (2)<br>Engine Oil Replacement<br>(Request Svc Record) | 21101F72      | 2.7<br>M/H | *UM020 CH265                             | 0    |
|                |  |      |  |               |            | *Engine Oil Allowance                    |      |
|                |  |      | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)<br><b>(PS) 14-16MY</b>   | 21101F73      | 0.6<br>M/H | N/A                                      | 0    |
|                | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)<br><b>(PS) 17-19MY</b> |      |  |               |            |  |      |
|                | Piston Ring<br>(Refer to EPC)  | 0    | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R<br><b>(PS) 14-16MY</b>   | 21101F74      | 7.2<br>M/H | 21101 2EG01FFFR<br>or<br>21101 2EG02FFFR | 1    |
|                |  |      |  |               |            | 35305 2E510FFF                           |      |
|                |  |      | 21111 2EG01FFF   |               |            |  |      |
|                |  |      | 21101 2EG03FFF<br>or<br>21101 2EG04FFF   |               |            |  |      |
| 35305 2E510FFF |  |      |  |               |            |  |      |
| 21111 2EG01FFF |  |      |  |               |            |  |      |
| 26300 35505    |  |      |  |               |            |  |      |
| 21513 23001    |  |      |  |               |            |  |      |

**\*FFF part may be shipped if FFFR is not available.**

**Note:** For fluids and other expenses refer to page 21.



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**WARRANTY INFORMATION: GAMMA 1.6L GDI (AM)**
**N Code: E74 C Code: ZZ1**

| Claim Type     | Causal P/N                        | Qty. | Repair Description   | Labor Op Code | Op Time    | Replacement P/N                          | Qty. |
|----------------|-----------------------------------|------|--|---------------|------------|--|------|
| W              | Valve Stem Seal<br>(Refer to EPC) | 0    | Vehicle In (1)<br>Engine Oil Top-Off<br>(Request Svc Record)   | 21101F75      | 0.6<br>M/H | *Engine Oil Allowance                    | 0    |
|                |                                   |      | Vehicle In (2)<br>Oil Consumption Test #1<br>(Normal Consumption)  | 21101F77      | 0.6<br>M/H | N/A                                      | 0    |
|                |                                   |      | Vehicle In (2)<br>Oil Consumption Test #1<br>(Excessive Consumption)<br>+Combustion Chamber<br>Cleaning + Vehicle In (2)<br>Engine Oil Replacement<br>(Request Svc Record) | 21101F76      | 2.5<br>M/H | *UM020 CH265                             | 0    |
|                |                                   |      |  |               |            | *Engine Oil Allowance                    |      |
|                |                                   |      | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)<br><b>(AM) 12-13MY</b>   | 21101F77      | 0.6<br>M/H | N/A                                      | 0    |
|                | Piston Ring<br>(Refer to EPC)     | 0    | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R<br><b>(AM) 12-13MY</b>   | 21101F78      | 7.2<br>M/H | 21101 2BK01FFFR<br>or<br>21101 2BK02FFFR | 1    |
|                |                                   |      |  |               |            | 35305 2B000FFF                           |      |
| 21111 2BS01FFF |                                   |      |  |               |            |  |      |
| 21112 2BS01FFF |                                   |      |  |               |            |  |      |
| 26300 35505    |                                   |      |  |               |            |  |      |
| 21513 23001    |                                   |      |  |               |            |  |      |

***\*FFF part may be shipped if FFFR is not available.***

**Note: For fluids and other expenses refer to page 21.**

**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**WARRANTY INFORMATION: GAMMA 1.6L GDI (PS)**
**N Code: E74 C Code: ZZ1**

| Claim Type     | Causal P/N   | Qty.     | Repair Description  | Labor Op Code | Op Time    | Replacement P/N       | Qty. |
|----------------|--|----------|---|---------------|------------|-----------------------|------|
| W              | Valve Stem Seal<br>(Refer to EPC)  | 0        | Vehicle In (1)<br>Engine Oil Top-Off<br>(Request Svc Record)  | 21101F79      | 0.6<br>M/H | *Engine Oil Allowance | 0    |
|                |  |          | Vehicle In (2)<br>Oil Consumption Test #1<br>(Normal Consumption)                                       | 21101F81      | 0.6<br>M/H | N/A                   | 0    |
|                |  |          | Vehicle In (2)<br>Oil Consumption Test #1<br>(Excessive Consumption)<br>+Combustion Chamber<br>Cleaning | 21101F80      | 2.5<br>M/H | *UM020 CH265          | 0    |
|                |  |          |   |               |            | *Engine Oil Allowance |      |
|                | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)<br><b>(PS) 14-16MY</b> | 21101F81 | 0.6<br>M/H  | N/A           | 0          |                       |      |
|                | Piston Ring<br>(Refer to EPC)  | 0        | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R<br><b>(PS) 14-16MY</b>                        | 21101F82      | 7.2<br>M/H | 21101<br>2BK03FFFR    | 1    |
|                |  |          |   |               |            | 35305 2B000FFF        |      |
| 21111 2BS01FFF |  |          |   |               |            |                       |      |
| 21112 2BS01FFF |  |          |   |               |            |                       |      |
| 26300 35505    |  |          |   |               |            |                       |      |
| 21513 23001    |  |          |   |               |            |                       |      |

***\*FFF part may be shipped if FFFR is not available.***

**Note: For fluids and other expenses refer to page 21.**



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**WARRANTY INFORMATION: THETA 2.0L T-GDI (TF, QF, JF, JFa, SL, QL, UMA)**
**N Code: E74 C Code: ZZ1**

| Claim Type | Model | Causal P/N                     | Qty | Repair Description  | Labor Op Code | Op Time    | Replacement P/N  | Qty |
|------------|-------|--------------------------------|-----|---|---------------|------------|--|-----|
| W          | ALL   | Valve Stem Seal (Refer to EPC) | 0   | Vehicle In (1)<br>Engine Oil Top-Off<br>(Request Svc Record)  | 21000F00      | 0.6<br>M/H | *Engine Oil Allowance  | 0   |
|            |       |                                |     | Vehicle In (2)<br>Oil Consumption Test #1<br>(Normal Consumption)                                       | 21000F02      | 0.6<br>M/H | N/A  | 0   |
|            |       |                                |     | Vehicle In (2)<br>Oil Consumption Test #1<br>(Excessive Consumption)<br>+Combustion Chamber<br>Cleaning | 21000F01      | 2.5<br>M/H | *UM020 CH265<br>*Engine Oil Allowance  | 0   |
|            |       |                                |     | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)                                       | 21000F02      | 0.6<br>M/H | N/A  | 0   |
|            | TF    | Piston Ring (Refer to EPC)     | 0   | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R   | 21000F05      | 6.3<br>M/H | 21101 2GK07QQKR<br><b>21101 2GK07QQKR***</b><br>21111 2GK60QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**  | 1   |
|            |       |                                |     |   |               |            | (2011-2013MY)<br><b>21101 2GK07QQKR***</b><br>(2014MY)<br><b>21101 2GK08QQKR***</b><br>21111 2GK60QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK** |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK37QQKR***</b><br>21111 2GK60QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK39QQKR</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**  |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
|            |       |                                |     |   |               |            | <b>21101 2GK32QQKR***</b><br>21111 2GK52QQK<br>21111 2GK72QQK<br>23311 25050* (Qty. 7)<br>25470 2G650QQK**   |     |
| W          | ALL   | Piston Ring (Refer to EPC)     | 0   | SCC Calibration (Add-On)  | 21000F03      | 0.5<br>M/H | N/A  | 0   |

**\*QQK part may be shipped if QQKR is not available.**
**Note: For fluids and other expenses refer to page 21.**



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**
**WARRANTY INFORMATION: THETA 2.4L GDI (TF, QF, JF, JFA, SL, QL, XMA, UMA)**
**N Code: E74 C Code: ZZ1**

| Claim Type   | Model    | Causal P/N                     | Qty  | Repair Description  | Labor Op Code | Op Time    | Replacement P/N   | Qty |
|--|----------|--------------------------------|--|---|---------------|------------|---|-----|
| W  | ALL      | Valve Stem Seal (Refer to EPC) | 0  | Vehicle In (1)<br>Engine Oil Top-Off<br>(Request Svc Record)  | 21000F00      | 0.6<br>M/H | *Engine Oil Allowance   | 0   |
|  |          |                                |  | Vehicle In (2)<br>Oil Consumption Test #1<br>(Normal Consumption)                                       | 21000F02      | 0.6<br>M/H | N/A   | 0   |
|  |          |                                |  | Vehicle In (2)<br>Oil Consumption Test #1<br>(Excessive Consumption)<br>+Combustion Chamber<br>Cleaning | 21000F01      | 2.5<br>M/H | *UM020 CH265<br><br>*Engine Oil Allowance   | 0   |
|  |          |                                |  | Vehicle In (3)<br>Oil Consumption Test #2<br>(Normal Consumption)                                       | 21000F02      | 0.6<br>M/H | N/A   | 0   |
|  | TF       | Piston Ring (Refer to EPC)     | 0  | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R   | 21000F04      | 5.8<br>M/H | (2011-2013MY)<br><b>21101 2GK05QQKR***</b><br>(2014MY)<br><b>21101 2GK06QQKR***</b><br>21111 2GK50QQK<br>21111 2GK70QQK<br>23311 25050* (AT)<br>Qty.7<br>23231 25200* (MT)<br>Qty.7<br>25470 2G050QQK** | 1   |
|  |          |                                |  |   |               |            | (2011-2013MY)<br><b>21101 2GK05QQKR***</b><br>(2014MY)<br><b>21101 2GK06QQKR***</b><br>21111 2GK50QQK<br>21111 2GK70QQK<br>23311 25050* (AT)<br>Qty.7<br>23231 25200* (MT)<br>Qty.7<br>25470 2G050QQK** |     |
|  |          |                                |  |   |               |            | <b>21101 2GK34QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK36QQKR***</b><br>21111 2GK50QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
|  |          |                                |  |   |               |            | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**  |     |
| <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |          |                                |  |   |               |            |   |     |
| QF   | 21000F06 | 5.9<br>M/H                     | <b>21101 2GK34QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| JF   | 21000F08 | 5.7<br>M/H                     | <b>21101 2GK36QQKR***</b><br>21111 2GK50QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| JFa  | 21000F10 | 6.2<br>M/H                     | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| SL (FWD)   | 21000F12 | 5.6<br>M/H                     | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| SL (AWD)   | 21000F14 | 6.0<br>M/H                     | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| QL (FWD)   | 21000F16 | 6.0<br>M/H                     | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |
| QL (AWD)   | 21000F18 | 6.0<br>M/H                     | <b>21101 2GK35QQKR***</b><br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK** |   |               |            |   |     |

**Continued on page 18...**


**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**

| Claim Type | Model     | Causal P/N                 | Qty | Repair Description  | Labor Op Code            | Op Time  | Replacement P/N  | Qty |
|------------|-----------|----------------------------|-----|---|--------------------------|----------|--|-----|
| W          | XMa (FWD) | Piston Ring (Refer to EPC) | 0   | Vehicle In (3)<br>Oil Consumption Test #2<br>+ Engine R&R | 21000F20                 | 5.6 M/H  | 21101 2GK11QQKR<br>21111 2GK50QQK<br>21111 2GK70QQK<br>23311 25050* (Qty. 7)<br>25470 2G050QQK**   | 1   |
|            | XMa (AWD) |                            |     |   | 21000F21                 | 6.0 M/H  |  |     |
|            | UMa (FWD) |                            |     |   | 21000F22                 | 5.8 M/H  | 2016-2017MY)<br>21101 2GK31QQKR<br>(2018MY)<br>21101 2GK33QQKR<br>21111 2GK51QQK<br>21111 2GK71QQK<br>23311 25050* (Qty.7)<br>25470 2G050QQK |     |
|            | UMa (AWD) |                            |     |   | 21000F24                 | 6.2 M/H  |  |     |
|            | ALL       |                            |     |   | SCC Calibration (Add-On) | 21000F03 | 0.5 M/H  |     |

**\*QQK part may be shipped if QQKR is not available.**

**Note:** For fluids and other expenses refer to page 21.

**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**

| <b>'SHORT BLOCK' REPLACEMENT ONLY:</b> |   |                               |          |  |               |          |  |     |
|--|---|-------------------------------|----------|--|---------------|----------|--|-----|
| Claim Type                             | Model   | Causal P/N                    | Qty      | Repair Description   | Labor Op Code | Op Time  | Replacement P/N  | Qty |
| W                                      | ALL   | Piston Ring<br>(Refer to EPC) | 0        | Vehicle In (1) Engine Oil Top-Off (Request Svc Record)   | 21000F26      | 0.6 M/H  | *Engine Oil Allowance  | 0   |
|  |   |                               |          | Vehicle In (2) Oil Consumption Test #1 (Normal Consumption)  | 21000F27      | 0.6 M/H  | N/A  |     |
|  |   |                               |          | Vehicle In (2) Oil Consumption Test #1 (Excessive Consumption)<br>+Combustion Chamber Cleaning<br>+ Vehicle In (2) Engine Oil Replacement (Request Svc record) | 21000F28      | 2.5 M/H  | UM020 CH265<br><u>and</u><br>*Engine Oil Allowance                   | 0   |
|  |   |                               |          |  | 21000F29      | 2.7 M/H  |  |     |
|  |   |                               |          | Vehicle In (3) Oil Consumption Test #2 (Normal Consumption)  | 21000F30      | 0.6 M/H  | N/A  | 0   |
| W                                      | BD (19MY)   | Piston Ring<br>(Refer to EPC) | 0        | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F33      | 10.7 M/H | Refer to EPC<br>(Gamma)<br>Short Block<br>1.6L MPI/GDI<br>1.6L T-GDI | 1   |
|  | BDm (20-21MY)                                       |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F34      | 10.7 M/H |  |     |
|  | DL3a (21MY) FWD                                     |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F35      | 10.3 M/H |  |     |
|  | DL3a (21MY) AWD                                     |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F59      | 10.6     |  |     |
|  | JFa (16-20MY)                                       |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F36      | 10.3 M/H |  |     |
|  | MQ4 PHEV (21MY) FWD                                 |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F37      | 11.5 M/H |  |     |
|  | MQ4 PHEV (21MY) AWD                                 |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F60      | 11.9     |  |     |
|  | SC (18-21MY)  |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F38      | 10.4 M/H |  |     |
|  | SK3 (19-21MY)                                       |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F39      | 10.8 M/H |  |     |
|  | SP2 (21MY) FWD                                      |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F40      | 10.6 M/H |  |     |
|  | SP2 (21MY) AWD                                      |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F61      | 10.9     |  |     |
|  | UB (12-17MY)  |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F41      | 9.7 M/H  |  |     |
|  | YD (14-17MY)  |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F42      | 10.6 M/H |  |     |
|  | YDm (17-18MY)                                       |                               |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R  | 21000F43      | 10.6 M/H |  |     |
| PS (17-19MY)                           | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F65                      | 10.2 M/H |  |               |          |  |     |



**SUBJECT: EXCESSIVE OIL CONSUMPTION - NU/GAMMA/THETA/KAPPA ENGINES**

| Claim Type | Model            | Causal P/N  | Qty      | Repair Description                                  | Labor Op Code | Op Time   | Replacement P/N                             | Qty |
|------------|------------------|---|----------|---|---------------|---|---|-----|
| W          | AM (12-13MY)     | Piston Ring (Refer to EPC)                          | 0        | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F44      | 9.9 M/H   | Refer to EPC (Nu) Short Block Assy 2.0L MPI | 1   |
|            | BD (19MY)        |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F45      | 9.7 M/H   |   |     |
|            | BDm (19-21MY)    |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F46      | 9.7 M/H   |   |     |
|            | JF HEV (16-20MY) |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F47      | 11.5 M/H  |   |     |
|            | SK3 (19-21MY)    |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F48      | 10.4 M/H  |   |     |
|            | SP2 (21MY) FWD   |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F49      | 9.7 M/H   |   |     |
|            | SP2 (21MY) AWD   |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F62      | 10.0  |   |     |
|            | YD (14-18MY)     |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F50      | 9.8 M/H   |   |     |
|            | YDm (17-18MY)    |   |          | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F51      | 9.8 M/H   |   |     |
|            | CK (18-21MY) RWD |   |          | Piston Ring (Refer to EPC)                          | 0             | Vehicle In (3) Oil Consumption Test #2 + Engine R&R |   |     |
|            | CK (18-21MY) AWD | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F63 |   |               | 11.9  |   |     |
|            | MG (07-10MY)     | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F53 |   |               | 10.7 M/H  |   |     |
|            | MQ4a (21MY) FWD  | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F54 |   |               | 10.8 M/H  |   |     |
|            | MQ4a (21MY) AWD  | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F64 |   |               | 11.2  |   |     |
|            | TD (10-13MY)     | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F55 |   |               | 10.2 M/H  |   |     |
|            | TF HEV (11-16MY) | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F56 |   |               | 12.3 M/H  |   |     |
|            | UN (09-10MY)     | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F57 |   |               | 10.1 M/H  |   |     |
|            | DE HEV (17-20MY) | Piston Ring (Refer to EPC)                          | 0        | Vehicle In (3) Oil Consumption Test #2 + Engine R&R | 21000F58      | 11.3 M/H  | Refer to EPC (Kappa) Short Block 1.6L GDI   | 1   |



## WARRANTY CLAIM INFORMATION APPENDIX

| Expense Description       | Sublet code / Part Number  | Expense policies and requirements  | Sublet Limit/Quantity   |
|---------------------------|--|--|---|
| Engine Oil                | Refer to Kia chemicals program for synthetic oil part numbers provided by Kia. | Refer to page 6-7 of TSB for recommended TOTAL engine oil products. Charge quantity needed for "Oil Top-Off" or Oil change for engine replacement according to technician repair comments. | 5 QT max.   |
| Cleaning Fluid            | UM020 CH265  | Refer to page 7 of TSB. After provided supply is depleted, use 1 bottle of Valvoline #884526 per vehicle   | 1 max.  |
| Engine Oil Reimbursement  | Sublet Code "X1"   | Refer to page 6-7 of TSB. If recommended product is not used charge for other brand (see page 6-7) up to maximum allowance. For "Oil Top-Off", charge up to \$7.50 per quart.              | a. <b>\$50.00</b> for engine R&R<br>b. <b>\$7.50</b> per quart for engine oil top-off |
| Substitute Transportation | Sublet Code "RX"   | If necessary, for combustion cleaning and engine R&R, follow normal service procedures according to WCPM section 2.2.12 for rental/rideshare expense reimbursement.                        | Refer to section 6.11 of SPPM   |

**Note:** Attach a copy of the entire RO using attachment type "XX-Other".

**IMPORTANT: Claim Submission Information**

- ❖ Confirm Warranty Coverage Validation (WebDCS).
- ❖ Engine replacement requires TL PWA with Oil Consumption results.
- ❖ Dealer repair order documentation must support the repair sequence per flowchart
  - ✓ First visit
  - ✓ Second visit
  - ✓ Third visit
- ❖ Manually enter all warranty claim entries and expenses into each claim
- ❖ Provide clear and concise notes i.e. customer concern, cause, correction
- ❖ A copy of the entire RO is necessary for claim submission. Use attachment code "XX-Other".
- ❖ Confirm claim totals prior to claim submission

For any questions pertaining to claim entry, please create a warranty web case for assistance prior to claim submission.

