



GROUP	MODEL
ENG	2014-2023MY Models Listed
NUMBER	DATE
219 (Rev 1, 09/16/2022)	July 2020

TECHNICAL SERVICE BULLETIN

SUBJECT:

MAINTENANCE REMINDER FEATURE

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 setting the "Service Interval Reminder" feature available on most 2014-2023MY Kia vehicles (refer to model list on page 2). If the service interval reminder is set, the customer will be informed to have the next maintenance service performed, which can positively affect vehicle longevity and performance. Refer to [TSB ENG241](#) for 2023MY~ vehicles equipped with the Oil Life Management System (OLMS) feature not included in table on page 2.

The service interval reminder is NOT set from the factory. Setting the first service interval reminder is an integral part of the Pre-Delivery Inspection (PDI) process when checking the Instrument Panel (IP) cluster functions and/or head unit settings.

The service interval reminder must be set using the suggestions below:

- Finalizing new or used vehicle delivery with customer
- Completion of routine maintenance service
- After completing any engine repair requiring an engine oil and filter change
- Replacement or reprogram of the instrument cluster (transfer of current setting)
- Replacement or reprogram of the head unit (some models)

Most vehicles will have the service interval reminder settings enabled using the steering wheel controls and instrument cluster display. On some models, the service interval reminder is set using the head unit touch screen display.

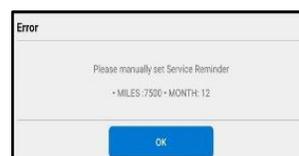
Note: During vehicle Pre-Delivery and Inspection (PDI) on certain 2020-2023MY vehicles, the Maintenance reminder creates a dashboard display message advising the customer when their next oil and oil filter change and regular service is due. The Maintenance Reminder feature sets the miles and time until 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.

The Service Reminder 'Error' at right 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



A printed copy is for reference only; publication information can be updated at any time.

Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Model List:

Model	Model Year
Cadenza (VG)	2014-2016
Carnival (KA4)	2022
Forte (YD/YDm)	2014-2018
Forte (BDm)	2019-2023
K5 (DL3a)	2021-2022
K900 (KH)	2015-2018
K900 (RJ)	2019-2020
Niro HEV (DE HEV)	2017-2022
Niro PHEV (DE PHEV)	2018-2022
Optima (JF/JFa)	2016-2020
Optima HEV (JF HEV)	2017-2020
Optima PHEV (JF PHEV)	
Rio (SC)	2018-2022
Sedona (YP)	2015-2021
Seltos (SP2)	2021-2022
Sorento (UMa)	2016-2020
Sorento (MQ4a)	2021-2022
Sorento HEV (MQ4 HEV)	
Sorento PHEV (MQ4 PHEV)	2022
Soul (PS)	2014-2019
Soul (SK3)	2020-2023
Sportage (QL)	2017-2022
Stinger (CK)	2018-2023
Telluride (ON)	2020-2023

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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. KUS' 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 as follows: **(Service Interval will be set accordingly based off the VIN)**

2014-2020MY:

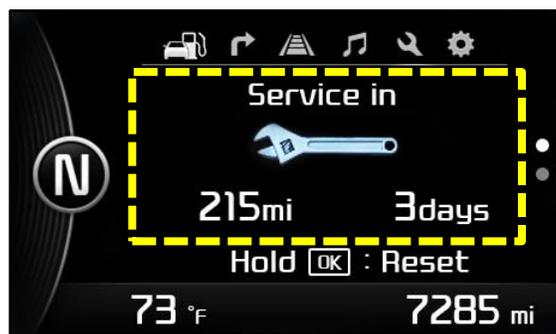
- ✓ Every 3,000 or 3,750 miles (depending on model)

2020-2021MY:

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

2022MY and later:

- ✓ 8,000 (12 months) on Non-Turbo Engines + EV
- ✓ 8,000 (6 Months) on Turbo Engines



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

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]

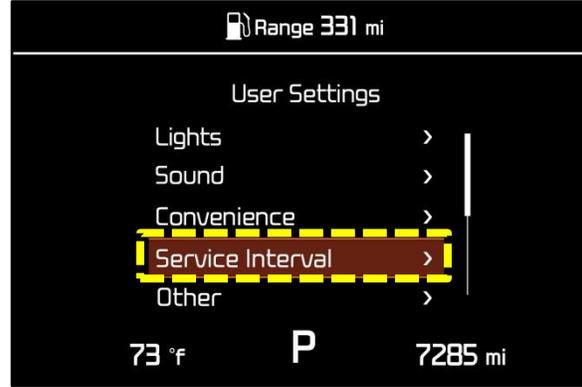
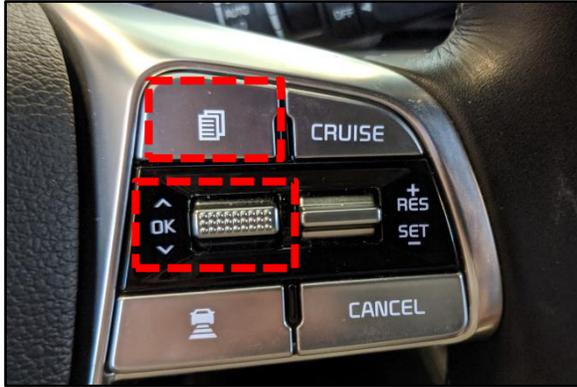
If the customer responds "yes" to any of these questions, the Service Reminder on the dashboard display should be set to the SEVERE mileage and months for that model.



Instrument Cluster Service Reminder Setting:

Note: Images shown are for reference purposes only.

Press the **MENU** hard key on the steering wheel. View the instrument panel display and use the steering wheel controls. Find "User Settings" and select "Service Interval" by pressing **OK**.



Set the next service interval mileage, press **OK**. Set the next service in months, press **OK**.



Select "Yes" and press **OK** to save the settings. A confirmation screen will display after.



Note: The "Save?" & "Service Interval saved" screens may not display on all models.

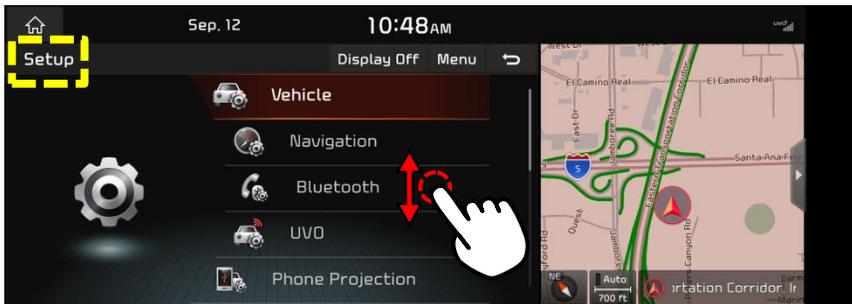


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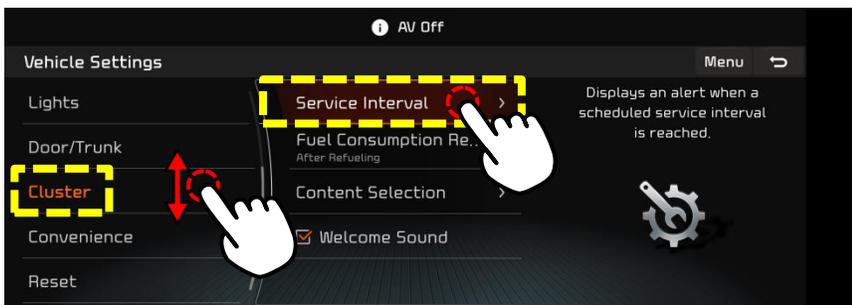
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Head Unit Service Reminder Setting:

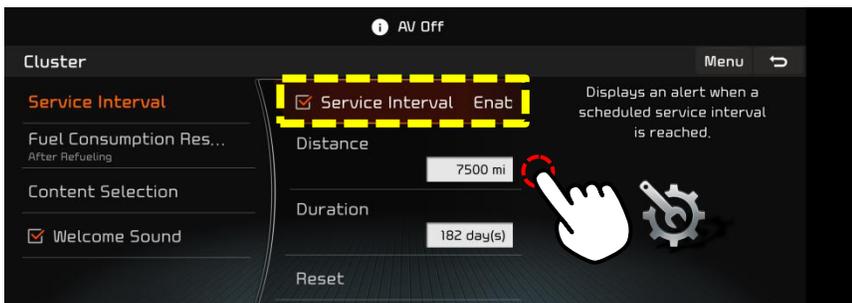
Press the **SETUP** hard key on the head unit.



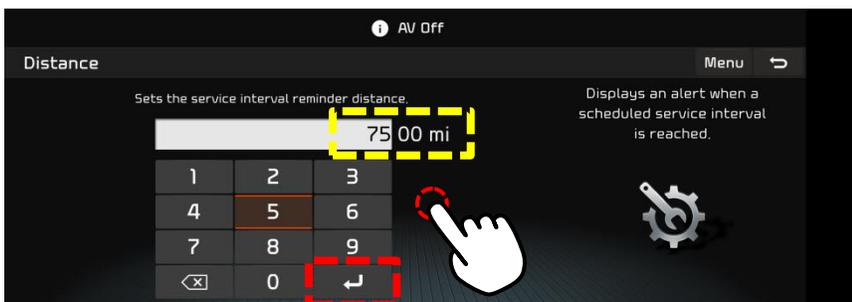
Using the touch screen, scroll to "Cluster" and select "Service Interval".



Confirm that the "Service Interval" checkbox is enabled, then select "Distance".



Enter the recommended distance for the next service reminder. Then select "↵" to Enter.
 Example: Enter the first 2 digits only for 7500 miles.



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Enter the recommended time for the next service reminder. Then select "↵" to Enter.

Example: Enter six (6) for 6 months.



The Service Interval reminder is now set.

Note: Months entered will display as days.

