



SC269 - HIGH-VOLTAGE FUSE
2013-2016 MY KIA OPTIMA HYBRID VEHICLES
VOLUNTARY SERVICE CAMPAIGN

Q & A
July 12, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2013-2016 MY Optima Hybrid vehicles to inspect the high-voltage fuse in the vehicle and, if necessary, replace it with the proper fuse.*



Q2. What vehicles are affected by the service campaign?

A2. *2013-2016 MY Optima Hybrid vehicles manufactured from September 27, 2012 through July 22, 2015.*

Q3. How many customer vehicles are affected by this service campaign?

A3. *Approximately 42,218 vehicles.*

Q4. What is the concern with the high-voltage fuse?

A4. *Kia has become aware that in some cases, the high-voltage fuse in the subject vehicles may have been replaced with an improper aftermarket fuse by third-party repair facilities. The high-voltage battery safety plug is installed in the rear of the high-voltage battery and contains a high-voltage fuse that prevents the high-voltage system from overcurrent. A fuse of incorrect capacity may experience a shortened service life, which may result in illumination of the "Hybrid System Warning"  and/or "Check Engine Light" , followed by a no-start condition. Furthermore, an improper aftermarket fuse may fail and result in a fire.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will inspect the high-voltage fuse in the vehicle and, if necessary, replace it with the proper fuse. This campaign will be performed **free of charge at no cost to the customer.***

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **July 14, 2023.***

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *No.*

Q10. If a customer has an immediate question, where can they get further information?

A10. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*