



**QUESTIONS AND ANSWERS  
SC169 – ENGINE OIL FILLER CAP REPLACEMENT  
VOLUNTARY EMISSIONS SERVICE CAMPAIGN  
October 1, 2019**

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

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect and, if necessary, replace the engine oil filler cap which may contain a misprint of the SAE Engine Oil Viscosity Number.*

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

A2. *2018 MY Stinger vehicles produced from January 26, 2018 through March 23, 2018; 2018 MY Cadenza vehicles produced from February 6, 2018 through March 19, 2018; 2019 MY Sedona vehicles produced from February 13, 2018 through February 14, 2018; 2019 MY Sorento vehicles produced from March 21, 2018 through July 10, 2018; and 2019 MY Optima vehicles produced from May 22, 2018 through June 1, 2018.*

**Q3. What is the problem with emissions parts installed?**

A3. *Kia has become aware that the Engine Oil Filler Cap may contain a misprint of the SAE Oil Viscosity Number.*

**Q4. Can you describe the Service Campaign and fix?**

A.4 *All owners of the affected vehicles will be notified of this issue, and be asked to contact their authorized Kia dealer to have the correct part installed in their vehicle.*

**A5. Have there been any deaths or injuries as a result of this issue?**

A5. *No*

**Q6. Has Kia had any litigation regarding this issue?**

A6. *No*

**Q7. Will this cost owners any money?**

A7. *No. It will not cost the customer any money to have the service campaign performed.*

**Q8. How long will the repair take?**

A8. *The actual time to replace the engine oil filler cap may be less than 30 minutes. However, the time required to service the vehicle can vary, depending on the dealer's work schedule. Therefore we recommend scheduling a service appointment to minimize inconvenience.*

**Q9. How will owners of the affected vehicles be notified?**

A9. *Kia will be notifying owners of the affected vehicles by first-class mail on **October 4, 2019.***

**Q10. Where were the vehicles produced?**

*A10. The affected vehicles were produced at a Kia assembly plant in the United States and in Korea.*

**Q11. How many vehicles are included?**

*A11. Approximately 1,065 vehicles are included in this campaign.*

**Q12. Are there any restrictions on an owner's eligibility?**

*A12. No.*

**Q13. If a customer has an immediate question, where can they get further information?**

*A13. 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).*