	GROUP ENG	MODEL 2014-2021MY Listed Models Page 2
	NUMBER 219	DATE July 2020
TECHNICAL SERVICE BULLETIN		
SUBJECT: MAINTENANCE REMINDER FEATURE		

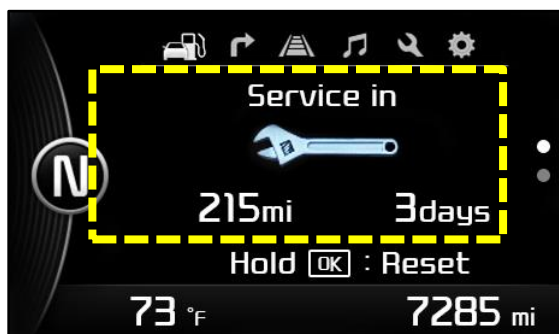
This bulletin provides information on setting the “Service Interval Reminder” feature available on most Kia vehicles (refer to model list on page 2). If the service interval reminder is set, the customer will be informed to have the next maintenance service performed, which can positively affect vehicle longevity and performance.

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.



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

MODEL LIST

Model Year	Model
2014-2021	Forte (YDm, BDm) , Optima (JF, JFa), Sorento (UMa) and Cadenza (VG, YG)
2014-2021	Soul (PS, SK3)
2015-2021	Sedona (YP) and K900 (KH, RJ)
2017-2021	Niro (DE, DE HEV) and Sportage (QL)
2018-2021	Rio (SC) and Stinger (CK)
2020-2021	Telluride (ON)
2021	Seltos (SP2) and K5 (DL3A)

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. KMA's 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 every 3,000 or 3,750 miles depending on the model.

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

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]

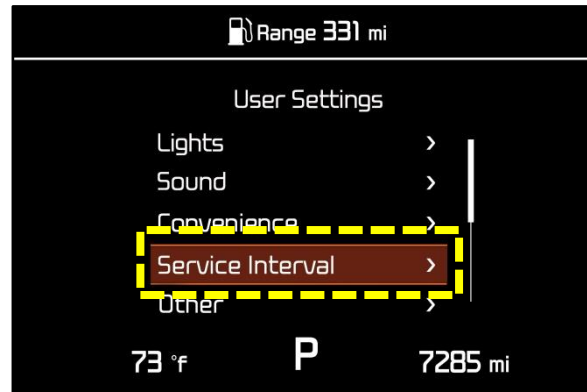
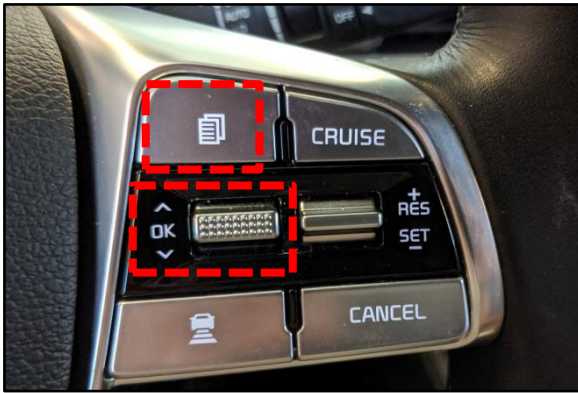
If the customer responds yes to any of these questions, the Service Reminder on the dashboard display should be set to the SEVERE mileage and months for that model.

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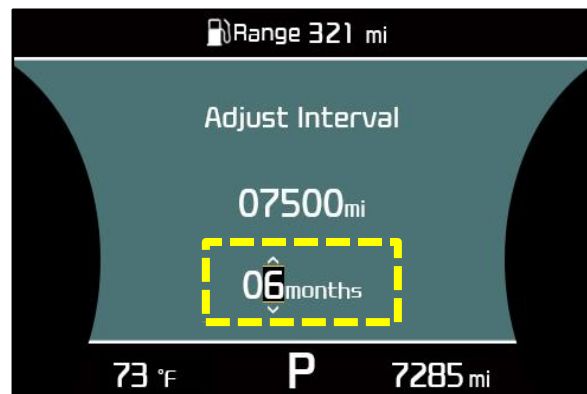
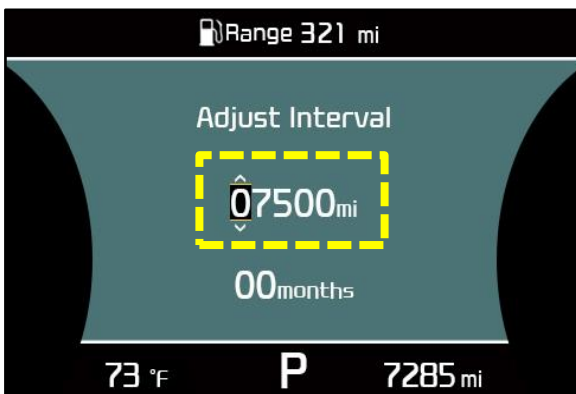
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Instrument Cluster Service Reminder Setting:

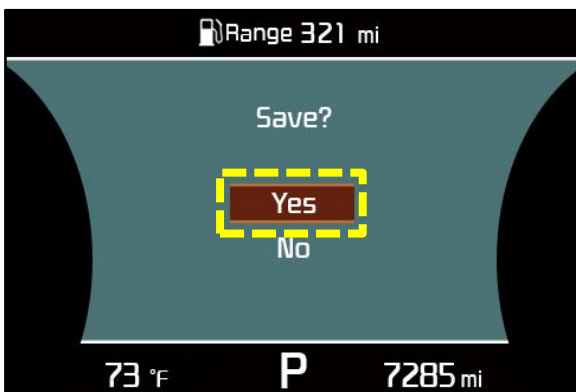
Press the **MENU** hard key on the steering wheel. View the instrument panel display and use the steering wheel controls. Find “User Settings” and select “Service Interval” by pressing **OK**.



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



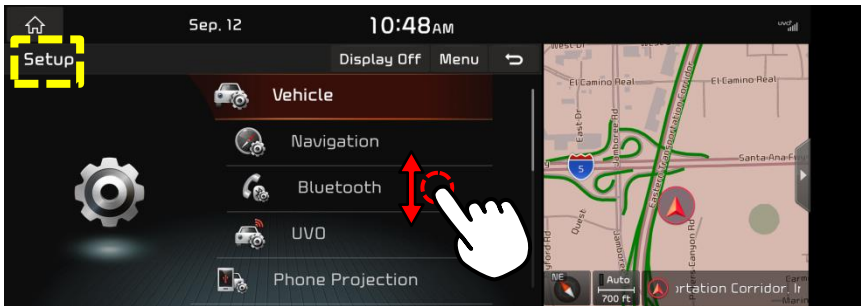
Select “Yes” and press **OK** to save the settings. A confirmation screen will display after.



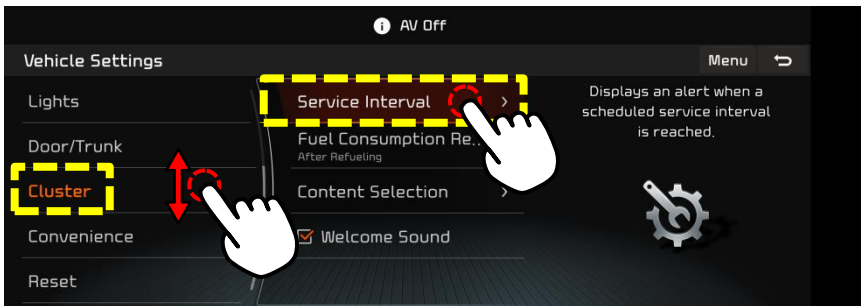
Note: The “**Save?**” & “**Service Interval saved**” screens may not display on all models.

Head Unit Service Reminder Setting:

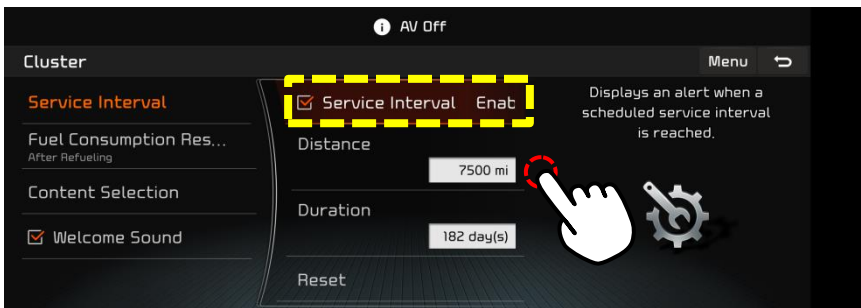
Press the **SETUP** hard key on the head unit.



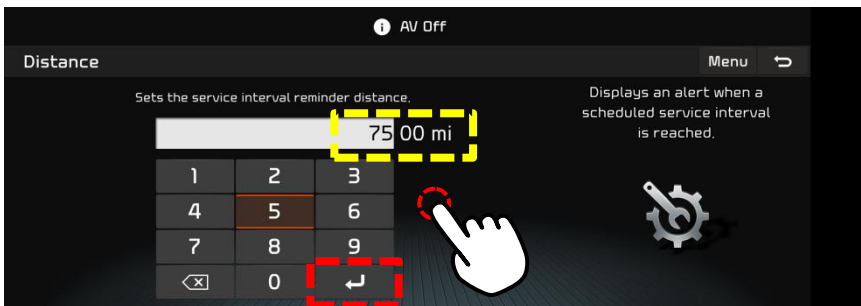
Using the touch screen, scroll to “Cluster” and select “Service Interval”.



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



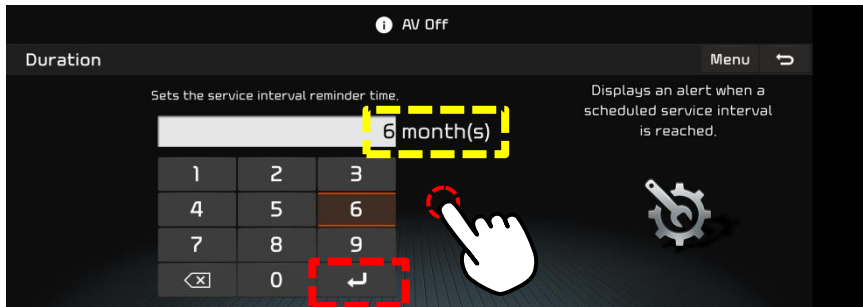
Enter the recommended distance for the next service reminder. Then select “↵” to Enter.
Example: First 2-digits only for 7500 miles.



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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)

