



QUESTIONS AND ANSWERS
SC205 - 2016-2020 MY KIA OPTIMA 2.0L TURBO-GDI ENGINE
ECM SOFTWARE UPDATE VOLUNTARY EMISSIONS SERVICE CAMPAIGN
AUGUST 2, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign on 2016-2020 MY Kia Optima vehicles equipped with the 2.0L Turbo-GDI engine to improve the emission related logic in the Engine Control Module (“ECM”) software programming, to ensure compliance with emissions regulation*

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

A2. *2016-2020 MY Kia Optima vehicles equipped with the 2.0L Turbo-GDI engine manufactured from August 28, 2015 through May 22, 2020.*

Q3. What is the problem with the ECM programming?

A3. *2016-2020 MY Kia Optima vehicles equipped with the 2.0L Turbo-GDI engine may exhibit an issue with carbon monoxide control that could cause the vehicle to release air pollutants which exceed emissions standards.*

Q4. Can you describe the emissions service campaign and fix?

A4. *All owners of the affected 2016-2020 MY Kia Optima vehicles equipped with the 2.0L Turbo-GDI engine will be notified of this condition and asked to contact their Kia dealer to have the software update performed on their vehicle.*

Q5. Will this cost owners any money?

A5. *No. It will not cost the customer any money to have the service campaign performed.*

Q6. How long will the repair take?

A6. *The time it takes to perform the repair can vary depending upon the dealer’s work schedule, therefore, an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first class mail on **August 4, 2022**.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at Kia assembly plant in Georgia, USA.*

Q9. How many vehicles are included?

A9. *Approximately 29,354 of Kia Optima vehicles equipped with the 2.0L Turbo-GDI engine.*

Q10. Are there any restrictions on an owner’s eligibility?

A10. *No.*

Q11. If a customer has an immediate question, where can they get further information?

A11. *The customer can contact their local authorized Kia dealership or call Kia’s Consumer Assistance 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).*