



QUESTIONS AND ANSWERS
SC105 – 2011-2012 MY Sedona vehicles Equipped with 3.5L Engine – ECM and TCM Software
Update Voluntary Emissions Service Campaign

August 5, 2014

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign on certain 2011-2012 MY Sedona vehicles equipped with the 3.5L engine to update the Engine Control Module ("ECM") and Transmission Control Module ("TCM") software programming, since they may not be in compliance with EPA and/or CARB emissions regulations.*

Q2. What vehicles are affected by this service campaign?

A2. *2011-2012 MY Sedona vehicles equipped with the 3.5L engine and manufactured from March 3, 2010 through August 14, 2012.*

Q3. What is the problem with the ECM and TCM programming?

A3. *The ECM and the TCM may emit higher carbon monoxide (CO) than EPA and CARB emissions regulations.*

Q4. Can you describe the Service Campaign and fix?

A4. *All owners of the affected 2011-2012 MY Sedona vehicles with the 3.5L engine will be notified of this condition, and asked to contact their Kia dealer to have the update performed on 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 Sedona 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 time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

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 August 8, 2014.*

Q10. Where were the vehicles produced?

A10. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q11. How many vehicles are included?

A11. *Approximately 26,465 2011-12 Sedona vehicles manufactured from the start of production through August 14, 2012.*

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.*