



January 23, 2018

## **Attention: All Kia Service Managers**

Kia is conducting a Voluntary Service Campaign to upgrade the Electronic Control Module (ECM) software to improve the Instrument Cluster Logic on some 2018 MY Sportage SX vehicles manufactured from July 10, 2017 through January 9, 2018. Due to a change in the supplier's data communication parameters, the instrument cluster, even with the ignition off, will continue to communicate with the vehicle's network, which may then cause a continuous power draw from the vehicle's battery.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) and the campaign documents will be posted on [kdealer.com](http://kdealer.com) on **January 23, 2018**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue. A list of retail Kia Sportage SX vehicle owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification.

**Please start performing the repairs on any affected vehicles currently in your inventory to ensure that the service campaign has been completed prior to delivery.**

**On February 2, 2018**, Kia will mail notices to the owners of the affected vehicles.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2018 MY Sportage SX vehicles.

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary service campaign, and for no other purpose

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Neem Van der Reest  
Quality Analysis Manager  
Enclosures