



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

VOLUNTARY SERVICE CAMPAIGN

February 2, 2018

Dear Kia Sportage Owner:

Kia Motors America, Inc. 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.

Why is Kia Conducting This Voluntary Service Campaign?

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.

What Will Kia Do?

Kia will upgrade the ECM software for the Instrument Cluster Logic on the vehicle at no cost to you.

What Should You Do?

- Please contact your Kia dealership to arrange for an appointment to have this service campaign performed on your vehicle. Note: If you have recently taken your vehicle to the dealer for servicing, this repair may have already been completed.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.



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What If You Have Other Questions?

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.

Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**