



## QUESTIONS AND ANSWERS

### SC161 – 2018 MY SPORTAGE SX ELECTRONIC CONTROL MODULE SOFTWARE UPGRADE (INSTRUMENT CLUSTER LOGIC IMPROVEMENT) VOLUNTARY SERVICE CAMPAIGN

January 23, 2018

**Q1. What sort of campaign is Kia conducting?**

A1. *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.*

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

A2. *Some 2018 MY Sportage SX vehicles manufactured from July 10, 2017 through January 9, 2018.*

**Q3. What is the problem with the ECM?**

A3. *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.*

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

A4. *Kia will upgrade the Electronic Control Module software to improve the Instrument Cluster Logic.*

**Q5. 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 vehicle 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 February 2, 2018.*

**Q10. Where were the vehicles produced?**

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

**Q11. How many vehicles are included?**

A11. *Approximately 3,320 vehicles are included in this campaign.*

**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](http://www.kia.com).*