



QUESTIONS AND ANSWERS

SC152 – VEHICLE EMISSION CONTROL (VECI) LABEL REPLACEMENT VOLUNTARY EMISSIONS SERVICE CAMPAIGN

September 6, 2018

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the Vehicle Emission Control Information (VECI) Label on all 2015, 2016, and some 2017 MY Optima Hybrid vehicles, and some 2018 MY Stinger rear-wheel drive (RWD) and all-wheel drive (AWD) vehicles equipped with Theta 2.0-T engines, produced from September 29, 2017 through November 20, 2017, which contains incorrect emissions information on both RWD and AWD models. An incorrect VECI label was installed during production of these vehicles.*

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

A2. *All 2015, 2016, and some 2017 MY Optima Hybrid vehicles produced from July 24, 2014 through June 12, 2017, and some 2018 MY Stinger RWD and AWD vehicles equipped with Theta 2.0-T engines, produced from September 29, 2017 through November 20, 2017.*

Q3. What is the problem with the VECI Label?

A3. *Kia has become aware that an incorrect VECI label was installed on all 2015, 2016, and some 2017 MY Kia Optima Hybrid vehicles and some 2018 MY Kia Stinger RWD and AWD vehicles equipped with Theta 2.0-T engines. The VECI label is extremely important when performing maintenance, emissions inspection, or ordering engine and engine management related parts. It also contains the code that tells a testing facility which test to perform to ensure the vehicle is tested to the correct standard. The U.S. Environmental Protection Agency and California Air Resources Board consider the under hood VECI label an integral part of state emission testing. If the VECI label is incorrect, the vehicle may fail the emission testing, even if it meets applicable emissions standards.*

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

A.4 *Kia is including the new VECI label with instructions for application under the hood of the vehicle with the owner notification, and is asking owners to follow the instructions and apply the new label. If the owner would rather have the Kia dealer apply the label, they should contact a servicing Kia dealer and schedule an appointment.*

Q5. Will this cost Optima and Stinger 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. *Should the customer decide to have the dealer apply the label, 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 starting on September 10, 2018.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q9. How many vehicles are included?

A9. *Approximately 22,645 vehicles.*

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. *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.*