



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

Voluntary Emissions Service Campaign

March 19, 2020

Dear Kia Sportage Owner:

Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect the evaporative canister in your vehicle to ensure the canister is not releasing excessive pollutants into the air.

Why is Kia conducting this service campaign?

Kia has become aware of some 2011-2016 Sportage vehicles that may have been produced with evaporative canisters that may cause the vehicle to release air pollutants which exceed Federal and California emissions standards. These standards were established to protect your health and welfare from the dangers of air pollution.

What Will Kia Do?

- Kia dealers will inspect the evaporative canister and if necessary, install an Auxiliary Canister Kit to improve evaporative system performance on your vehicle.

What Should You Do?

- Contact your Kia dealer to schedule a service appointment to have your vehicle inspected and repaired.
 - The time required to service your vehicle can vary, depending on the dealer's work schedule, therefore **we recommend scheduling a service appointment to minimize your inconvenience.** Present this notice when you arrive at the dealer.
 - Having this emissions service campaign performed will help ensure your vehicle's full protection under the emissions warranty.
 - Failure to have this service performed could cause your vehicle to fail an emission inspection (SMOG check) when required under State law. It could also be considered a lack of proper maintenance.

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*):



Are You a Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days.

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 attached prepaid "Change of Address/Ownership" card and mail it to us.

Are You a California Registered Owner?

- The California Air Resources Board requires that emissions related campaigns such as this, be completed prior to annual vehicle registration renewal. Without this repair, you may not be able to complete your vehicle registration and obtain license tags.
- Once this repair has been completed, your Kia dealer will provide you with a "Proof of Correction Certificate". The California Department of Motor Vehicles (DMV) may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Are You a Registered Owner in Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

- Because your state has adopted the California emissions regulations, your Kia dealer will also provide a "Proof of Correction Certificate" once this repair has been completed. Your states Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission or Department of Licensing may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Do you have other questions?

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