



March 19, 2020

Attention: All Kia Service Managers

Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign on certain 2014-2016 MY Kia Sportage vehicles equipped with the 2.4-liter GDI SULEV engine, manufactured from September 30, 2013 through November 16, 2015, to update the emission related logic of the Engine Control Module ("ECM") with an improved version to ensure compliance with emissions regulations.

The Technical Service Bulletin (TSB) 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 on **March 19, 2020**.

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. Also enclosed is a supply of Proof of Correction Cards and Campaign Stickers to cover the number of vehicles retailed out of your dealership (**CA and S.177 Dealers Only**). A list of retail Kia Sportage owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification. **The owner notification will be mailed on March 24, 2020.**

Please start performing the repairs on any affected 2014-2016 MY Kia Sportage vehicles equipped with the 2.4L GDI SULEV engine currently in your inventory to ensure that the ECM programming is updated prior to selling the vehicle to a retail customer.

For California Dealers ONLY

- The State of California has implemented the Registration Renew/Tie-In Program that requires the completion of Emission campaigns prior to vehicle registration renewal.
- Be sure to provide a completely filled out Proof of Correction Card to each owner upon completion of the campaign for owner use as proof of completion during registration renewal. Instructions for filling out this card can be found in the TSB. It is also required to affix a campaign completion sticker under the hood of the vehicle.

For Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington dealers ONLY:

- The above-named states require that a completely filled out Proof of Correction Card be provided to each owner for use, if requested, at vehicle registration renewal. Instructions for filling out this card can be found in the TSB. It is also required to affix a campaign completion sticker under the hood of the vehicle.

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 request to have the campaign performed on their 2014-2016 MY Sportage 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 emissions recall 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,

Kia Service Department