



QUESTIONS AND ANSWERS
SC185 - 2014-2016 MY KIA SPORTAGE WITH 2.4L GDI SULEV ENGINE
ECM UPDATE
Voluntary Emissions Service Campaign

March 19, 2020

Q1. What sort of campaign is Kia conducting?

A1. *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 to improve the emission related logic in the Engine Control Module ("ECM") software programming, to ensure compliance with emissions regulations.*

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

A2. *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.*

Q3. What is the problem with the ECM programming?

A3. *Certain 2014-2016 MY Kia Sportage vehicles equipped with the 2.4-liter GDI SULEV engine may exhibit an issue with carbon monoxide control that could cause the vehicle to release air pollutants which exceed emissions standards.*

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

A.4 *All owners of the affected 2014-2016 MY Kia Sportage vehicles equipped with the 2.4-liter GDI SULEV engine will be notified of this condition and asked to contact their Kia dealer to have the software update performed on their vehicle.*

Q6. Will this cost Sportage owners any money?

A6. *No. It will not cost the customer any money to have the service campaign performed.*

Q7. How long will the repair take?

A7. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q8. How will owners of the affected vehicles be notified?

A8. *Kia will be notifying owners of the affected vehicles by first-class mail on **March 24, 2020.***

Q9. Where were the vehicles produced?

A9. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q10. How many vehicles are included?

A10. Approximately 31,415 of Kia Sportage vehicles equipped with the 2.4-liter GDI SULEV engine, manufactured from September 30, 2013 through November 16, 2015.

Q11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. 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.