



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

## Voluntary Emissions Service Campaign

March 24, 2020

Dear Kia Sportage Owner:

Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to update the software programming on your vehicle's Engine Control Module.

### **Why is Kia conducting this emissions service campaign?**

- Kia has become aware that certain 2014-2016 MY Sportage vehicles may have engine calibrations that were not optimized for emissions standards under certain specific conditions. These calibrations may cause the vehicle to release air pollutants which exceed Federal and California standards. These standards were established to protect your health and welfare from the dangers of air pollution.

### **What Will Kia Do?**

- Kia will update the software programming (calibration) of the Engine Control Module to improve the emission related logic.
- The software update service will be performed, without cost to you at your local Kia dealer regardless of whether you have had your vehicle serviced by a Kia dealer or genuine Kia parts were used for those past services.

### **What Should You Do?**

- Please contact your Kia dealer to schedule an appointment for this update.
  - 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.
  - Having this 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.
- Please present this notice when you arrive at your dealer.
- To find your nearest dealer, visit [www.kia.com](http://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*):



### **Have You Changed Your Address or Sold Your Kia?**

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.



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### **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 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 Emissions Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia’s Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner’s section of [www.kia.com](http://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.**