



QUESTIONS AND ANSWERS
SC201 – 2016-2018 MY KIA SORENTO AUXILIARY EVAPORATIVE CANISTER INSTALLATION
Voluntary Emissions Service Campaign
April 21, 2021

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to install an Auxiliary Canister Kit to improve evaporative system performance.*

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

A2. *Certain 2016-2018 MY Kia Sorento vehicles equipped with the 2.0-liter Turbo-GDI engine and manufactured from October 29, 2014 through November 29, 2017.*

Q3. What is the problem with the Evaporative Canister?

A3. *Kia has become aware some 2016-2018 MY Sorento vehicles may have been produced with evaporative canisters that can cause the vehicle to release air pollutants, which exceed Federal and California emissions standards. These standards were established to protect the public health and welfare from the dangers of air pollution.*

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

A.4 *All owners of the affected 2016-2018 MY Kia Sorento vehicles will be notified of this condition and asked to contact their Kia dealer to have the auxiliary evaporative canister installed on their vehicle.*

Q5. Will this cost Sorento 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. *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 on **April 23, 2021.***

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at Kia assembly plants in Georgia, USA.*

Q9. How many vehicles are included?

A9. *Approximately 24,476 Kia Sorento 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.*