



QUESTIONS AND ANSWERS

SC230 - 2022 MY KIA SELTOS 1.6L T-GDI VEHICLES C-RECIRCULATION SOLENOID VALVE HOSE ASSY REPLACEMENT VOLUNTARY EMISSIONS SERVICE CAMPAIGN

JUNE 8, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the C-Recirculation Solenoid Valve Hose Assembly on certain 2022 MY Seltos 1.6L T-GDI vehicles.*

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

A2. *Certain 2022 MY Seltos vehicles equipped with 1.6L T-GDI engines and manufactured from August 9, 2021 through December 8, 2021.*

Q3. What is the problem with the emissions parts installed?

A3. *Kia has become aware that the affected vehicles may exhibit the illumination of the Malfunction Indicator Lamp (MIL), also known as "Check Engine Light", accompanied by a slight lack of power or engine hesitation due to a bent/kinked recirculation hose causing a passage restriction. This restriction may 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?

A4. *All owners of the affected vehicles will be notified of this issue and asked to contact their authorized Kia dealer to have the C-Recirculation Solenoid Valve Hose Assembly replaced in their vehicle at no cost to the customers.*

Q5. Will this cost 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 actual time to replace the C-Recirculation Solenoid Valve Hose Assembly may be less than an hour. However, 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 **June 14, 2022***

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q9. How many vehicles are included?

A9. *Approximately 3,566 Seltos 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. *The customer can contact their local authorized Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*