KIA

August 18, 2022

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain All-Wheel Drive 2021-2023 MY Seltos vehicles equipped with 2.0L engines manufactured from November 20, 2019 through May 18, 2022.

The current All-Wheel Drive Electronic Control Unit ("AWD ECU') software logic may not detect the spare tire when installed on the vehicle. If the spare tire is not detected, transfer case oil temperatures can increase. If this condition occurs, customers may notice a burning oil smell, oil leak and/or smoke while using the spare tire.

Dealers will inspect the transfer case for leaks and, if necessary, repair the transfer case oil seal. Dealers will also perform a software update to the AWD ECU to improve the detection of an installed spare tire.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners on **August 23, 2022**

What Should You Do?
Please make certain the appropriate personnel in your dealership are familiar with the details of this Voluntary Service Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 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 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 service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures