



**QUESTIONS AND ANSWERS**  
**2023 MY SPORTAGE 2.5L GDI - CENTER MUFFLER**  
**VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC239)**  
**SEPTEMBER 7, 2022**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect and, if necessary, replace the center muffler on certain 2023 MY Sportage vehicles.*

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

A2. *Certain 2023 MY Sportage vehicles equipped with 2.5L GDI engines and manufactured from April 23, 2022 through April 29, 2022.*

**Q3. What is the problem with the center muffler installed?**

A3. *Kia has become aware that some 2023 MY Sportage vehicles may have been equipped with a center muffler that does not meet U.S. EPA regulation. This out of specification center muffler 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 their center muffler inspected. If the center muffler specification does not meet U.S. regulations the center muffler will be replaced at no cost to the customer.*

**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 inspect and, if necessary, replace the center muffler 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 **September 9, 2022***

**Q8. Where were the vehicles produced?**

A8. *The affected vehicles were produced at a Kia assembly plant in the U.S.*

**Q9. How many vehicles are included?**

A9. *Approximately 198 Sportage 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 Customer Care 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](http://www.kia.com) (Owner's Section).*