



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

Voluntary Emissions Service Campaign

September 9, 2022

Dear Kia Sportage Owner:

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 equipped with 2.5L GDI engines.

Why is Kia conducting this Voluntary Emissions Service Campaign?

Kia has become aware that the affected 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.

What Will Kia Do?

Kia dealers will inspect the center muffler. If the center muffler specification does not meet U.S. regulations, the center muffler will be replaced **at no cost to you**.

What Should You Do?

- Please contact an authorized Kia dealership to schedule a service appointment. The actual time to inspect and, if necessary, replace the center muffler may be less than an hour. However, 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 repair performed will help ensure your vehicle's full protection under the emissions warranty.
- To find your nearest dealer, visit 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, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card, and mail it to us.

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.

Are You a Vehicle Lessor?

- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter via first class mail to the lessee within ten (10) days of receipt.

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 Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Customer Care Department