



QUESTIONS AND ANSWERS
2023 MY SPORTAGE VEHICLES - FUEL FILLER NECK VENT COLLAR
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC268)
JULY 5, 2023

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 fuel filler neck vent collar on certain 2023 MY Sportage vehicles.

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

A2. Certain 2023 MY Sportage vehicles manufactured from November 17, 2022 through January 18, 2023.

Q3. What is the problem with the fuel filler neck vent collar installed?

A3. Kia has become aware that some 2023 MY Sportage vehicles may have been equipped with a fuel filler neck vent collar that does not meet U.S. EPA regulation. If the vent collar port is partially blocked, it 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 fuel filler neck vent collar inspected. If the vent collar port is partially blocked, the fuel filler vent neck collar 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 fuel filler neck vent collar 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 **July 7, 2023**.*

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 3,358 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 (Owner's Section).