



**2023 MY SPORTAGE VEHICLES - VEHICLE EMISSION CONTROL INFORMATION (VECI) LABEL REPLACEMENT
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC285)**

Q & A

January 16, 2024

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the Vehicle Emission Control Information (VECI) Label on certain 2023 MY Sportage vehicles. An incorrect VECI label was installed during production of these vehicles.*

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

A2. *Certain 2023 MY Sportage vehicles manufactured from July 10, 2023 through July 19, 2023.*

Q3. What is the problem with the VECI Label?

A3. *Kia has become aware that an incorrect VECI label was installed during production of these vehicles. The VECI label is extremely important when performing maintenance, emissions inspection, or ordering engine and engine management related parts. It also contains the code that tells a testing facility which test to perform to ensure the vehicle is tested to the correct emission standard. The U.S. Environmental Protection Agency and California Air Resources Board consider the under hood VECI label an integral part of state emission testing. If the VECI label is incorrect, the vehicle may fail the emission testing, even if it meets applicable emissions standards.*

Q4. Can you describe the emissions service campaign and fix?

A4. *Kia is including the new VECI label with instructions for application under the hood of the vehicle with the owner notification and is asking owners to follow the instructions and apply the new label. If the owner would rather have the Kia dealer apply the label, they should contact a servicing Kia dealer and schedule an appointment.*

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. *Should the customer decide to have the dealer apply the label, 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 **January 18, 2024***

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 915 Kia 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).*