



March 28, 2024

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the AWD Control Unit in certain 2021-2023 MY Seltos all-wheel drive (AWD) vehicles manufactured from November 20, 2019 through March 2, 2023 that were originally sold in or are currently registered in one of the 36 states or District Columbia with significant snowfall.

The 36 states and District of Columbia with significant snowfall are: AK, CO, CT, DC, DE, IA, ID, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, MT, ND, NE, NH, NJ, NM, NV, NY, OR, OH, PA, RI, SD, UT, VA, VT, WA, WI, WV and WY.

In the 36 states and District of Columbia with significant snowfall, snow may be tracked into the driver's footwell area. Meltwater from this snow may enter the AWD Control Unit located under the driver's seat and, over time, damage the AWD Control Unit circuit board components. This can lead to the illumination of the AWD Warning Light and deactivation of the vehicle's AWD feature. If this occurs, the vehicle can continue to be driven in front-wheel drive mode. Kia is conducting this service campaign for improved protection of the AWD Control Unit against water intrusion.

Dealers will inspect and, if necessary, replace the AWD Control Unit. Dealers will also install a protective cover over the AWD Control Unit.

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 **April 2, 2024**

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