



March 28, 2024

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

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.

**If you have a customer with a vehicle that falls within the applicable model and model year range listed above, but is not currently registered in one of the 36 states or District of Columbia, and therefore, not included in this campaign, who asks for this campaign to be completed because the vehicle was PREVIOUSLY registered in one of the 36 states or District of Columbia, please contact your DPSM for assistance.**

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com).

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners on **April 2, 2024**.

Also, 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. This Voluntary Service Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**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 and Service Manager.

Sincerely,

Kia Service Department  
Enclosures