



**2021-2023 MY SELTOS (AWD) VEHICLES - AWD ECU INSPECTION AND REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC297)**

Q & A

March 28, 2024

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the AWD Control Unit of certain vehicles listed in A3 below that were originally sold in or are currently registered in one of the 36 states or District Columbia with significant snowfall. Kia dealers will also install a protective cover over the AWD Control Unit for improved protection against water intrusion.

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.

Q2. Why is Kia conducting this service campaign?

A2. 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.

Q3. What vehicles are affected by the service campaign?

A3. Certain 2021-2023 MY Seltos all-wheel drive (AWD) vehicles manufactured from November 20, 2019 through March 2, 2023.

Q4. How many customer vehicles are affected by this service campaign?

A4. Approximately 95,875 vehicles

Q5. How will owners of the affected vehicles be notified?

*A5. Kia will send a letter notifying owners of the affected vehicles by first class mail on **April 2, 2024**.*

Q6. What should vehicle owners do when they receive the notification?

A6. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q7. Will this cost vehicle owners any money?

A7. No. Kia will perform the campaign repair free of charge at no cost to the customer.

Q8. Are there any restrictions on an owner's eligibility?

A8. Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the 36 states or District of 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.

Q9. If a customer's vehicle was previously registered in one of the heavy snowfall states or District of Columbia but has since moved, will Kia repair their vehicle?

A9. These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a heavy snowfall state or District of Columbia. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.

Q10. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?

A10. No. Kia will only perform a Service Campaign when the issue does not pose an unreasonable risk to motor vehicle safety. This campaign is not a Safety Recall Campaign.

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).