



2024 MY K5 VEHICLES - AVN 5.0 WIDE HEAD UNIT REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC304)

Q & A
March 27, 2024

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign to replace the AVN 5.0 Wide head unit in 15 units of 2024 MY K5 vehicles.*

Q2. What vehicles are affected by the service campaign?

A2. *15 units of 2024 MY K5 vehicles, manufactured from November 30, 2023 through December 10, 2023, equipped with AVN 5.0 Wide head units.*

Q3. How many customer vehicles are affected by this service campaign?

A3. *15 vehicles.*

Q4. What is the concern with the AVN 5.0 Wide head unit?

A4. *Due to an internal GPS circuit failure, the GPS system may not operate normally when the MAP feature is used. The customer may experience the GPS showing an incorrect location on the navigation screen and/or the clock may display dashed lines.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will replace the AVN 5.0 Wide head unit with a new one.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **April 5, 2024**.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *No.*

Q10. If a customer has an immediate question, where can they get further information?

A10. *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).*