



**2024 MY SPORTAGE HEV (1.6L T-GDI) VEHICLES - INJECTOR WIRE HARNESS
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC293)**

Q & A

APRIL 3, 2024

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect and, if necessary, replace the injector wire harness with a new one.*

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

A2. *Certain 2024 MY Sportage HEV vehicles equipped with 1.6L Turbo Gas Direct Injection (GDI) engines manufactured from November 15, 2023 through November 20, 2023.*

Q3. What is the problem with the Injector Wire Harness?

A3. *The affected vehicles may experience illumination of the Malfunction Indicator light (MIL) due to poor injector wire harness terminal connection. This condition may cause the vehicle to release air pollutants which exceed Federal and California standards.*

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

A4. *Dealers will inspect and, if necessary, replace the injector wire harness with a new one. This campaign will be performed free of charge at no cost to the customer.*

Q5. Will this cost owners any money?

A5. *No. Kia will perform the emissions service campaign free of charge at no cost to the customer.*

Q6. How long will the campaign take?

A6. *The actual time to perform this campaign may be less than an hour. However, the time it takes to perform the campaign 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 **April 5, 2024**.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

Q9. How many vehicles are included?

A9. *Approximately 305 Kia Sportage HEV 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).*