



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA


VOLUNTARY SERVICE CAMPAIGN

April 2, 2024

Dear Kia Seltos Vehicle Owner:

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 that were originally sold in or are currently registered in one of the 36 states or District of Columbia with significant snowfall. Kia dealers will also install a cover over the AWD Control Unit for improved protection against water intrusion. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

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.

What Will Kia Do?

Kia dealers will inspect and, if necessary, replace the AWD Control Unit. Dealers will also install a protective cover over the AWD Control Unit. This campaign will be performed **free of charge at no cost to you.**

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the repair can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.*
- ***Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.***