



**2022-2024 MY CARNIVAL VEHICLES EQUIPPED WITH LAMBDA 3.5L ENGINES
ECM UPGRADE FOR EMISSIONS LOGIC IMPROVEMENT
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC290)**

**Q & A
May 9, 2024**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to improve the emissions logic in the Electronic Control Module (ECM) to ensure compliance with emissions regulations.

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

A2. Certain 2022-2024 MY Carnival vehicles equipped with Lambda 3.5L engines manufactured from January 4, 2021 through November 6, 2023.

Q3. What is the problem with the ECM programming?

A3. The affected vehicles may have engine calibrations that were not optimized for emissions standards under certain specific conditions. These calibrations 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. All owners of the affected vehicles will be notified of this condition and asked to contact their authorized Kia dealer to have the software update performed on their vehicle.

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 repair take?

A6. The actual time to update the software may be less than an hour. However, the time required to service your vehicle can vary, depending on the dealer's work schedule. Therefore, we recommend scheduling a service appointment to minimize your inconvenience.

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 **May 14, 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 77,887 Kia Carnival 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).