



2024 MY SPORTAGE HEV AND SPORTAGE PHEV VEHICLES
ENGINE BLOCK LOT NUMBER INSPECTION
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC315)

Q & A

September 19, 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 engine sub-assembly on certain 2024 MY Sportage Hybrid (HEV) and Sportage Plug-in Hybrid (PHEV) vehicles.*

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

A2. *Certain 2024 MY Sportage Hybrid (HEV) and Sportage Plug-in Hybrid (PHEV) vehicles, manufactured from January 26, 2024 through February 5, 2024.*

Q3. What is the problem with the engine?

A3. *The engine block in the subject vehicles may have been produced with a porous area in the casting which can cause a coolant leak. Over time, continuing to operate the vehicle with this condition may result in an 'Engine Overheat' warning message displayed on the instrument cluster. An engine that overheats may cause the vehicle to release air pollutants which exceed Federal and California standards. These standards were established to protect the public health and welfare from the dangers of air pollution.*

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 inspect the engine block in the affected vehicles and, if necessary, based upon the inspection results, replace the engine sub-assembly with a new one under this Voluntary Emissions Service Campaign.*

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 inspect the engine block may be less than an hour. However, the vehicle may be needed longer depending on the result of the inspection. If an engine replacement is necessary, the estimated time required is eight (8) hours or more.*

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 **September 23, 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 147 Kia Sportage HEV/PHEV 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 <https://customercare.kiausa.com>.