



September 26, 2024

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Emissions Service Campaign regarding the Exhaust Gas Recirculation (EGR) valve assembly on the following vehicles:

- Certain 2024 MY Carnival vehicles manufactured from January 16, 2024 through May 2, 2024
- Certain 2024 MY Sportage vehicles manufactured from January 17, 2024 through March 13, 2024
- Certain 2024 MY Niro Hybrid (HEV) vehicles manufactured from January 23, 2024 through February 14, 2024
- Certain 2024 MY Niro Plug-in Hybrid (PHEV) vehicles manufactured from January 23, 2024 through February 6, 2024

Kia has become aware that the subject vehicles may have been produced with an EGR valve assembly that was not manufactured to Kia's specifications. Customers may experience illumination of the Check Engine light (CEL) while driving. This condition 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.

Dealers will replace the EGR valve assembly with a new one. This campaign will be performed free of charge at no cost to the customer.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for campaign questions, both of which describe the issue. **Also, included are samples of the Vehicle Emissions Recall Proof of Correction ("POC") Card, Campaign Completion Label ("Label"), and information on how to access the list of affected vehicles on KDealer+. NOTE: The Proof of Correction Cards and Campaign Completion Labels are for California and S.177 State dealers use only and can be ordered through the PDC.** The owner notification will be mailed on **September 30, 2024.**

What Should You Do?

Please make certain the appropriate personnel in your dealership are familiar with the details of this Emissions Service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

For California Dealers ONLY

- The State of California has implemented the Registration Renew / Tie-In Program that requires the completion of Emissions campaigns prior to vehicle registration renewal.
- Be sure to provide a completed Emissions Recall Proof of Correction Card for each owner once the campaign repairs have been completed as this will serve as proof of completion during registration renewal.

For Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington dealers ONLY:

- The above-named states require that a completed Proof of Correction Card be provided to each owner for use, if requested, at vehicle registration renewal.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary emissions service campaign, and for no other purpose.

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures