



**2024 MY CARNIVAL, SPORTAGE, NIRO HEV AND NIRO PHEV VEHICLES
EXHAUST GAS RECIRCULATION (EGR) VALVE ASSEMBLY
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC320)**

Q & A

SEPTEMBER 26, 2024

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the Exhaust Gas Recirculation (EGR) valve assembly in the subject vehicles (listed in A2).*

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

A2. *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 and Certain 2024 MY Niro Plug-in Hybrid (PHEV) vehicles manufactured from January 23, 2024 through February 6, 2024.*

Q3. What is the problem with the Exhaust Gas Recirculation (EGR) valve assembly?

A3. *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.*

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

A4. *Dealers will replace the EGR valve assembly with a new one.*

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 estimated time to perform the campaign can range from one (1) to three (3) hours, depending on the model. 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 **September 30, 2024**.*

Q8. Where were the vehicles produced?

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

Q9. How many vehicles are included?

A9. *Approximately 1,926 Carnival, 1,952 Sportage, 492 Niro HEV, and 173 Niro 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>.*