



**2024 MY SORENTO VEHICLES EQUIPPED WITH 2.5L T-GDI ENGINES
ELECTRONIC CONTROL MODULE (ECM) SOFTWARE UPDATE
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC318)**

Q & A

November 6, 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 2024 MY Sorento vehicles equipped with 2.5L Turbo Gas Direct Injection (T-GDI) engines manufactured from December 7, 2023 to February 26, 2024.

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. 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 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 the 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 **November 8, 2024**.*

Q8. Where were the vehicles produced?

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

Q9. How many vehicles are included?

A9. Approximately 6,620 Kia Sorento 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>.