



January 15, 2025

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to update the Hybrid Control Unit (HCU) on the following vehicles equipped with Conventional Cruise Control:

- Certain 2023-2025 MY Sportage Hybrid (HEV) vehicles manufactured from February 15, 2022 through July 25, 2024
- Certain 2023-2025 MY Sportage Plug-in Hybrid (PHEV) vehicles manufactured from June 16, 2022 through July 24, 2024

The Hybrid Control Unit (HCU) in the subject vehicles may intermittently receive repeated "accelerate" CAN network signals due to a signal processing error involving specific instrument clusters when customers "set" or "resume" cruise control. This concern may occur after the driver rapidly presses the "accelerate" rocker switch on the steering wheel. This does not affect the driver's ability to pause, cancel, or turn off the cruise control function. 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 update the HCU software with improved signal processing logic. 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 January 17, 2025.

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