



February 4, 2025

## **ATTENTION: ALL DEALER PRINCIPALS**

Kia America, Inc. is conducting a Voluntary Emissions Service Campaign regarding the Auxiliary Electric Water Pump (AEWP) on the following vehicles to ensure compliance with emissions regulations:

- Certain 2023 MY Niro HEV/PHEV vehicles manufactured from June 21, 2022 through April 26, 2023
- Certain 2023 MY Sportage HEV/PHEV vehicles manufactured from March 2, 2022 through January 4, 2023
- Certain 2022-2023 MY Sorento HEV/PHEV vehicles manufactured from March 2, 2022 through December 27, 2022

Kia has become aware that the Auxiliary Electric Water Pump (AEWP) in the subject vehicles may crack internally and allow coolant to intrude into the AEWP circuitry. If coolant enters the AEWP circuitry, the Check Engine light (CEL) may be illuminated. If the vehicle continues to be driven in this condition, the active air flap (AAF) warning message can also activate, and coolant may eventually migrate through the wiring harness to the engine room junction block. This may result in a reduction of drive power and 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 inspect the AEWP, wiring harness, and engine room junction box for coolant intrusion and/or corrosion and replace if necessary. 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. **Included also 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 **February 6, 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 Proof of Correction Card to each owner upon completion of the campaign for owner use as proof 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 repair is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures