



**2023 MY NIRO HEV/PHEV, 2023 MY SPORTAGE HEV/PHEV, AND 2022-2023 MY SORENTO HEV/PHEV VEHICLES
AUXILIARY ELECTRIC WATER PUMP (AEWP)
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC325)**

Q & A

February 4, 2025

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect the Auxiliary Electric Water Pump (AEWP), wiring harness, and engine room junction box for coolant intrusion and/or corrosion and replace if necessary to ensure compliance with emissions regulations.

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

*A2. 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*

Q3. What is the problem with the *Auxiliary Electric Water Pump (AEWP)*?

A3. 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.

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 campaign performed on their vehicle. Kia dealers will inspect the Auxiliary Electric Water Pump (AEWP), wiring harness, and engine room junction box for coolant intrusion and/or corrosion and replace if necessary.

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 it take to perform this campaign?

A6. The actual time to perform this campaign can vary, depending on the dealer's work schedule and/or the inspection result. Therefore, we recommend scheduling a service appointment to minimize customer 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 **February 6, 2025**.*

Q8. Where were the vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea.

Q9. How many vehicles are included?

A9. Approximately 17,073 Niro HEV/PHEV, 25,320 Sportage HEV/PHEV, and 15,038 Sorento HEV/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>.