



**2023-2024 MY SPORTAGE HEV AND 2023-2024 MY NIRO HEV VEHICLES  
BATTERY MANAGEMENT SYSTEM SOFTWARE LOGIC UPDATE  
VOLUNTARY SERVICE CAMPAIGN (SC335)**

**Q & A**

**February 13, 2025**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign to update the battery management system (BMS) to prevent overcharging of the 12V Lithium battery. This Voluntary Service Campaign supersedes SA553.*

**Q2. What vehicles are affected by the service campaign?**

A2. *The vehicles listed below that have not had SA553 completed yet:  
Certain 2023-2024 MY Sportage Hybrid (HEV) vehicles manufactured from February 15, 2022 through October 28, 2023*

*Certain 2023-2024 MY Niro Hybrid (HEV) vehicles manufactured from June 21, 2022 through February 6, 2023*

**Q3. How many customer vehicles are affected by this service campaign?**

A3. *Approximately 17,691 vehicles.*

**Q4. What is the concern with the BMS?**

A4. *Due to a software logic issue, the battery management system (BMS) may inadvertently overcharge the 12V Lithium battery. If the 12V Lithium battery becomes overcharged, the subject vehicles may experience a reduction in motive power accompanied by the "Check Hybrid System. Stop Safely" warning message, Hybrid system warning lamp, Service warning lamp, Charging system warning lamp, and a rapid beeping sound for 10 seconds.*

**Q5. Can you describe the service campaign fix?**

A5. *Dealers will update the vehicle's BMS software to prevent overcharging of the 12V Lithium battery. In addition, the customer notification will reiterate the owner's manual instructions for emergency starting using the 12V battery reset function. Note: This remedy software is the same as the software installed as part of SA553.*

**Q6. How will owners of the affected vehicles be notified?**

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **February 17, 2025**.*

**Q7. What should vehicle owners do when they receive the notification?**

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

**Q9. Are there any restrictions on an owner's eligibility?**

A9. *No.*

**Q10. If a customer has an immediate question, where can they get further information?**

A10. *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>.*