



June 25, 2025

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to update the battery management system (BMS) to prevent overcharging of the 12V Lithium battery in 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 MY Niro Hybrid (HEV) vehicles manufactured from June 21, 2022 through February 6, 2023

NOTE: This Voluntary Emissions Service Campaign supersedes SA553.

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. This condition may cause the vehicle to release air pollutants that exceed Federal and California standards. These standards were established to protect the public's health and welfare from the dangers of air pollution.

Dealers will update the vehicle's BMS software to prevent overcharging of the 12V Lithium battery. This campaign will be performed free of charge at no cost to the customer. 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. 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 **June 27, 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