



2025 MY CARNIVAL VEHICLES EQUIPPED WITH 3.5L GDI ENGINES  
ELECTRONIC CONTROL MODULE (ECM) SOFTWARE UPGRADE  
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC333)

Q & A  
June 4, 2025

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

A1. *Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to improve the emissions software logic in the Electronic Control Module (ECM) to ensure compliance with emissions regulations.*

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

A2. *Certain 2025 MY Kia Carnival vehicles equipped with 3.5L Gas Direct Injection (GDI) engines manufactured from April 15, 2024 to November 27, 2024.*

**Q3. What is the problem with the ECM programming?**

A3. *The subject vehicles may have been produced with engine calibrations that were not optimized for emissions standards under certain specific conditions. These calibrations may cause the vehicle to release air pollutants which exceed Federal and California standards. These standards were established to protect the public's 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 software update performed on their vehicle. Dealers will update the ECM software with improved Diagnostic Trouble Code (DTC) judgment logic.*

**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 **June 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 24,847 Kia Carnival 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 visit <https://customercare.kiausa.com>.*