



**2023-2024 MY SPORTAGE HEV AND 2023 MY NIRO HEV VEHICLES
BATTERY MANAGEMENT SYSTEM SOFTWARE LOGIC UPDATE
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC338)**

Q & A

June 25, 2025

Q1. What type of campaign is Kia conducting?

A1. 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 to ensure compliance with emissions regulations.

Q2. What vehicles are affected by this emissions 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 MY Niro Hybrid (HEV) vehicles manufactured from June 21, 2022 through February 6, 2023*

Q3. What is the problem with the BMS?

A3. 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.

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 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.

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 27, 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 13,050 Sportage HEV and 3,945 Niro HEV 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>.