



**2026 MY SPORTAGE, SPORTAGE HEV, & SPORTAGE PHEV VEHICLES
BDC UPGRADE FOR PDW OPERATION LOGIC IMPROVEMENT
VOLUNTARY SERVICE CAMPAIGN (SC350)**

Q & A

October 15, 2025

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to upgrade the Body Domain Controller (BDC) software logic in certain 2026 MY Sportage, Sportage Hybrid (HEV), and Sportage Plug-in Hybrid (PHEV) vehicles.

Q2. What vehicles are affected by the service campaign?

*A2. Certain 2026 MY Sportage vehicles, manufactured from March 18, 2025 through September 11, 2025
Certain 2026 MY Sportage Hybrid (HEV) vehicles, manufactured from June 23, 2025 through September 2, 2025
Certain 2026 MY Sportage Plug-in Hybrid (PHEV) vehicles, manufactured from July 15, 2025 through August 28, 2025*

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

*A3. Approximately **41,073** vehicles.*

Q4. What is the concern with the Body Domain Controller (BDC)?

A4. Due to a communication fault within the Body Domain Controller (BDC) in the subject vehicles, the Parking Distance Warning (PDW) system may operate intermittently. As a result, the PDW system may not trigger warning sounds or display visual warning indications to nearby objects when the vehicle is stopped or driven at low speeds.

Q5. Can you describe the service campaign fix?

A5. Dealers will update the BDC software to improve signal integrity and reduce the likelihood of communication disruptions.

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 **October 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 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>.