



April 14, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect the oil level plug and automatic transmission fluid (ATF) for signs of leakage and, if necessary, replace the oil level plug gasket and ATF filler bolt and ensure the oil level plug is tightened to Kia's factory specifications. Depending on the results of the inspection, the 8-speed Automatic Transaxle (A/T) may require replacement in the following vehicles:

- 12 units of 2025-2026 MY K5 vehicles manufactured from April 7, 2025 through October 1, 2025
- 5 units of 2026 MY Sportage vehicles manufactured from June 11, 2025 through August 19, 2025
- 184 units of 2025-2026 MY Carnival vehicles manufactured from February 20, 2025 through September 17, 2025

The oil level plug in the subject vehicles may not have been installed properly during assembly. The oil level plug may be loose or detached from the 8-speed Automatic Transaxle (A/T) which may result in leaking automatic transmission fluid (ATF). A transaxle which is operated with excessively low ATF may become damaged over time.

Dealers will inspect the oil level plug for proper assembly and any signs of ATF leakage. If necessary, dealers will replace the oil level plug gasket and ATF filler bolt and ensure the oil level plug is tightened to Kia's factory specifications. Depending on the results of the inspection, the 8-speed Automatic Transaxle (A/T) may be replaced. This campaign will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of **April 14, 2026**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **April 17, 2026**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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 service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures