



**2025-2026 MY K5 & CARNIVAL, AND 2026 MY SPORTAGE VEHICLES
OIL LEVEL PLUG/ATF INSPECTION & 8-SPEED AUTOMATIC TRANSAXLE REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC363)**

Q & A

April 14, 2026

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025-2026 MY K5 & Carnival, and 2026 MY Sportage vehicles 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.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2025-2026 MY K5 vehicles manufactured from April 7, 2025 through October 1, 2025, certain 2026 MY Sportage vehicles manufactured from June 11, 2025 through August 19, 2025, and certain 2025-2026 MY Carnival vehicles manufactured from February 20, 2025 through September 17, 2025*

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

A3. *Approximately 201 vehicles (K5: 12, Sportage: 5, Carnival: 184)*

Q4. What is the concern with the oil level plug and 8-speed Automatic Transaxle (A/T)?

A4. *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.*

Q5. Can you describe the service campaign fix?

A5. *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.*

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 **April 17, 2026**.*

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>.