



QUESTIONS AND ANSWERS
SC184 - 2011-2016 MY KIA SPORTAGE WITH 2.4L ULEV ENGINE
EVAPORATIVE CANISTER INSPECTION
Voluntary Emissions Service Campaign
March 17, 2020

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect the evaporative canister in your vehicle and, if necessary, install an Auxiliary Canister Kit to ensure the canister is not releasing excessive pollutants into the air.*

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

A2. *Certain 2011-2016 MY Kia Sportage vehicles equipped with the 2.4-liter ULEV engine manufactured from May 6, 2010 through November 16, 2015.*

Q3. What is the problem with the Evaporative Canister?

A3. *Kia has become aware of some 2011-2016 Sportage vehicles that may have been produced with evaporative canisters that may cause the vehicle to release air pollutants which exceed Federal and California emissions standards.*

Q4. Can you describe the emissions service campaign and fix?

A.4 *All owners of the affected 2011-2016 MY Kia Sportage vehicles equipped with the 2.4-liter ULEV engine will be notified of this condition and asked to contact their Kia dealer to have the canister inspection performed on their vehicle.*

Q5. Will this cost Sportage owners any money?

A5. *No. It will not cost the customer any money to have the service campaign performed.*

Q6. How long will the repair take?

A6. *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

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 **March 19, 2020**.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at Kia assembly plants in Korea.*

Q9. How many vehicles are included?

A9. *Approximately **155,320** of Kia Sportage vehicles equipped with the 2.4-liter ULEV engine, manufactured from May 6, 2010 through November 16, 2015.*

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. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*