



SC233 - 2022 MY SORENTO 2.5L T-GDI VEHICLES - OIL FEED PIPE
SAFETY RECALL CAMPAIGN
Q & A
March 31, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to remedy a defect that can result in oil leaking onto hot surfaces in the engine compartment.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2022 MY Sorento vehicles equipped with 2.5L T-GDI engines and manufactured from March 3, 2022 through March 8, 2022.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 26 vehicles*

Q4. What is the concern with the Oil Feed Pipe?

A4. *During the production of the turbocharger oil feed pipe by the supplier, a crack may occur at the eye joint of the oil feed pipe. If a crack occurs, oil may leak and contact certain hot surfaces in the engine compartment, increasing the risk of a fire.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will be instructed to replace the oil feed pipe assembly with a new one.*

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 on **April 22, 2022**.*

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 recall performed on their vehicle.*

Q8. How was the issue discovered?

A8. *Kia Georgia notified Kia America of the potential issue.*

Q9. Will this cost vehicle owners any money?

A9. *No. Kia will perform the recall repair at no cost to the customer.*

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

**Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).