



June 22, 2022

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to address a condition involving the front seatbelt pretensioners on the following vehicles:

- All 2021 MY and certain 2022 MY Kia Sorento HEV vehicles manufactured from 9/2/2020 through 5/18/2022 and
- Certain 2022 MY Kia Sorento PHEV vehicles manufactured from 6/29/2021 through 5/16/2022.

The front driver-side and/or passenger-side seatbelt in the subject vehicles contain pyrotechnic-type pretensioners that may deploy abnormally due to over-pressurization of the pretensioner pipe during certain crashes. An abnormal pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, increasing the risk of injury.

Dealers will secure the driver and front passenger side seatbelt pretensioners' micro gas generator and delivery pipe with a cap to prevent potential abnormal deployment.

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.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of www.kia.com. Kia will mail notices to the affected vehicle owners on or before **August 19, 2022**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

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 safety recall 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