



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V703)

This notice applies to your vehicle: (Insert VIN)

INTERIM NOTICE

November 11, 2022

Dear Kia Sorento/Sorento HEV/Sorento PHEV Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2021-2023 MY Sorento and Sorento HEV/PHEV vehicles equipped with a Genuine Kia tow hitch harness accessory. The defect can cause a fire, increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

This is only an interim letter as we work on a remedy. The purpose of this letter is to keep you informed of Kia's recall implementation plan. **We will send you another letter when a remedy is available** so that you can schedule a dealer appointment to have the repair performed free of charge at no cost to you. **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.**

What Is The Problem?

A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition off. Debris and moisture contamination on the tow hitch harness module printed circuit board (PCB) may cause an electrical short circuit, increasing the risk of a fire. A fire increases the risk of injury.

What Should You Do In The Interim?

- Please see the images below to verify if a tow hitch harness is installed on your vehicle:

NO HITCH INSTALLED



NO FURTHER ACTION REQUIRED

TOW HITCH HARNESS INSTALLED



AFFECTED BY THIS RECALL!

(See Instructions Below)

- **NO HITCH INSTALLED:** If your vehicle is NOT equipped with a tow hitch harness accessory, no further action is required.
- **TOW HITCH HARNESS INSTALLED:** If your vehicle is equipped with a Genuine Kia tow hitch harness, in the interest of the safety of your passengers, as well as your own safety, **park your vehicle outdoors and away from other vehicles or structures until you have this recall performed.** **We will send you another letter when a recall remedy is available.**

- To find your nearest dealer, visit www.kia.com and click the “Find Dealer” button in the upper right corner (“Dealers” on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*.



Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid “Change of Address/Ownership” card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia’s Customer Care Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.**