



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 13, 2022

Mr. J.S. (Jurassic) Park  
VP/ Chief Safety Officer  
Kia America, Inc.  
111 Peters Canyon Road  
Irvine, CA 92606-1790

NEF-107ES  
22V-760

**Subject:** Loss of Drive Power

Dear Mr. Park:

This letter serves to acknowledge Kia America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

KIA/K5/2021-2023  
KIA/SORENTO/2021-2022

**Mfr's Report Date:** October 11, 2022

**NHTSA Campaign Number:** 22V-760

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 69,038

**Problem Description:**

Kia Motors, Inc. (Kia) is recalling certain 2021-2022 Sorento and 2021-2023 K5 vehicles. The vehicle's "fail-safe" limited-mobility drive mode may be impaired, when prompted by a transmission oil pump malfunction, which can result in a complete loss of drive power.

**Consequence:**

Loss of drive power increases the risk of a crash.

**Remedy:**

Dealers will inspect and replace the transmission, as necessary. Dealers will also update the transmission control unit software. All repairs will be performed free of charge. Owner notification letters are expected to be mailed December 9, 2022. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC250.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Kia America, Inc.'s contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement