



December 6, 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 on certain 2021-2022 MY Sorento vehicles manufactured from October 26, 2020 through August 25, 2022 and certain 2021-2023 MY K5 vehicles manufactured from November 16, 2020 through August 12, 2022 at Kia Georgia and equipped with 2.5L turbocharged gasoline direct injection (T-GDI) engines and 8-speed dual-clutch transmissions (DCT).

The electric oil pump within the 8-speed dual-clutch transmission (DCT) may experience an internal fault due to a quality deviation issue at the supplier. As a result, the subject vehicle may set a diagnostic trouble code which will cause the check engine light to come on as well as a "stop safely immediately" message and an audible chime sound. If this occurs, the vehicle can be driven normally for 20-30 seconds before complete loss of motive power due to disengagement of the transmission drive gears occurs. Loss of motive power increases the risk of a crash.

Dealers will be instructed to inspect and, if necessary, replace the transmission. Kia dealers will also reprogram the transmission control unit with updated software.

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 beginning on **December 9, 2022**.

Please make personnel in your dealership familiar with the details of this Safety Recall Campaign so they may respond to customer inquiries and requests appropriately. This Safety Recall Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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