



**2021-2022 MY SORENTO & 2021-2023 MY K5 VEHICLES w. 2.5L T-GDI ENGINES
8-SPEED DUAL-CLUTCH TRANSMISSION (DCT) ELECTRIC OIL PUMP- SAFETY RECALL CAMPAIGN (SC250)**

Q & A

December 6, 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 address a condition involving the electric oil pump within the 8-speed dual-clutch transmission (DCT).*

Q2. What vehicles are affected by the recall?

A2. *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 a Kia assembly plant in the U.S. and equipped with 2.5L turbocharged gasoline direct injection (T-GDI) engines and 8-speed dual-clutch transmissions (DCT).*

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

A3. *Approximately 69,038 vehicles
(65,612 Sorento vehicles & 3,426 K5 vehicles)*

Q4. What is the concern with the electric oil pump within the 8-speed dual-clutch transmission (DCT)?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect and, if necessary, replace the transmission. Kia dealers will also reprogram the transmission control unit with updated software.*

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 beginning on **December 9, 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. Where were these vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in the United States.*

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge 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:

**Kia Customer Care 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 Customer Care 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).