



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

TAB 11

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V447)

This notice applies to your vehicle: **(Insert VIN)**

August 17, 2022

Dear Kia Sorento HEV/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 2021-2022 MY Kia Sorento HEV vehicles and certain 2022 MY Kia Sorento PHEV vehicles. The defect can result in abnormal pretensioner deployment, thereby increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

On May 3, 2022, a different recall notice (22V127 or Kia's Reference # SC231) was sent to you regarding the replacement of the front seatbelt pretensioner(s). This new recall and repair supersedes the previously launched 22V127 recall.

What Is The Problem?

The front driver-side and passenger-side seatbelts 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 project metal fragments into the vehicle and strike occupants, increasing the risk of injury.

Kia Will Secure the Driver and Front Passenger-Side Seatbelt Pretensioners With A Cap At No Cost To You.

If you did not have the previous recall performed (22V127), you will not need to have the pretensioner(s) replaced. That prior repair procedure has been enhanced to secure the driver and front passenger-side seatbelt pretensioners' micro gas generator and delivery pipe with a cap to prevent potential abnormal deployment.

IMPORTANT: If you had the left, right or both front seatbelt pretensioner(s) replaced under the previous recall, you will still need to contact your authorized Kia dealer to have the protective cap installed for both seatbelt pretensioners.

This recall will be performed **at no cost to you** regardless of the status of the previous recall. The estimated time required to perform the recall will be approximately one (1) to two (2) hours. We recommend that you contact your Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your authorized Kia dealer to arrange for the recall repair to be performed on your vehicle.
- 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*).



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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 above.

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**.