



**SC241 - 2021-2022 MY SORENTO HYBRID (HEV) AND 2022 MY SORENTO PLUG-IN HYBRID (PHEV) VEHICLES
FRONT SEATBELT PRETENSIONERS SAFETY RECALL CAMPAIGN**

Q & A

June 27, 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 front seatbelt pretensioners.

Q2. What vehicles are affected by the recall?

*A2. All 2021 MY and certain 2022 MY Kia Sorento HEV vehicles manufactured from 9/2/2020 through 5/18/2022 at a Kia assembly plant in Korea.
Certain 2022 MY Kia Sorento PHEV vehicles manufactured from 6/29/2021 through 5/16/2022 at a Kia assembly plant in Korea.*

Q3. Why is this limited to Sorento HEV and Sorento PHEV vehicles?

A3. This recall is limited to 2021-2022 MY Sorento HEV vehicles and 2022 MY Sorento PHEV vehicles produced in Korea. The 100% gas-powered model of the Sorento vehicles produced at a Kia assembly plant in the US are equipped with seatbelt pretensioners from a different supplier. Therefore, they are NOT affected by this recall.

Q4. How many customer vehicles are affected by this recall?

A4. Approximately 17,199 vehicles

Q5. What is the concern with the seatbelt pretensioners?

A5. The front driver-side and/or passenger-side seatbelt 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 cause metal fragments to enter the vehicle occupant compartment, increasing the risk of injury.

Q6. Can you describe the recall campaign and fix?

A6. Dealers will be instructed to secure the driver and front passenger side seatbelt pretensioners' micro gas generator and delivery pipe with a cap to prevent potential abnormal deployment.

Q7. What should vehicle owners who received a seatbelt pretensioner(s) replacement (SC231) do?

A7. Customers that had either the left, right or both pretensioner(s) replaced will need to contact their authorized Kia dealer to have the protective cap installed. Customers that have not had SC231 performed, will not need to have the pretensioner replaced, as the 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. Once the owner notifications are mailed for this new recall, SC241 will supersede the previously launched SC231 (or 22V127).

Q8. How will owners of the affected vehicles be notified?

*A8. Kia will send a letter notifying owners of the affected vehicles by first class mail on or before **August 19, 2022**.*

Q9. What should vehicle owners do when they receive the notification?

A9. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.

Q10. Will this cost vehicle owners any money?

A10. No. Kia will perform the recall repair at no cost to the customer.

Q11. What about customers who may have already paid to have this situation corrected?

A11. 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:

Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

A12. Are there any restrictions on an owner's eligibility?

A12. No.

Q13. If a customer has an immediate question, where can they get further information?

A13. The customer can contact their local authorized Kia dealership or call Kia's Consumer Assistance 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).