



**SC231 - 2022 MY SORENTO HYBRID AND 2022 MY SORENTO PLUG-IN HYBRID VEHICLES
SEATBELT PRETENSIONER SAFETY RECALL CAMPAIGN**

Q & A

April 28, 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 remedy a defect that can cause the vehicle's seatbelt pretensioner(s) to deploy abnormally during a crash.

Q2. What vehicles are affected by the recall?

A2. Certain 2022 MY Sorento Hybrid vehicles manufactured from July 12, 2021 through July 28, 2021 and Certain 2022 MY Sorento Plug-in Hybrid vehicles manufactured from July 14, 2021 through July 16, 2021.

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

A3. Approximately 213 vehicles

Q4. What is the concern with the seatbelt pretensioner(s)?

A4. The front driver-side and/or passenger-side seatbelt pretensioner(s) were installed from a suspect production lot containing pyrotechnic-type pretensioners that may deploy abnormally during a crash. An abnormal pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment increasing the risk of injury.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will be instructed to replace the driver-side, passenger-side or both seat belt pretensioner(s).

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 on **May 3, 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. How was the issue discovered?

A8. Through the regular monitoring of field information.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair 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:

**Consumer Assistance 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 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).