



Interoffice Memorandum

Date: April 25, 2022

To: W. Falge (CE)
S. Lyles (CE)
M. Seo (EA)
C. Capuzzo (EA)
C. Davis (SO)
P. Bayless (SO)
D. Trettin (WE)
P. Bastien (WE)
L. Stursma (SW)

From: Alex Lee

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

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on 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.

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.

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

DEALER NOTIFICATION

On **April 28, 2022**, Kia will mail a letter notifying all Kia Dealer Principals and Service Managers of the Safety Recall Campaign. Kia Service Managers will have access to the campaign documents on kdealer.com and to the Technical Service Bulletin (TSB) on KGIS that provides the following information:

1. Affected VIN Production Range
2. Inspection and Repair Procedures
3. Warranty Claim Information

The District Parts/Service Managers need to follow up with their Kia Service Managers to ensure:

- The dealership received the SC231 support materials.
- The appropriate personnel at the dealership are familiar with the details of this Safety Recall Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed.
- Repairs on affected vehicles currently in dealer stock are performed as soon as possible to ensure repairs are completed prior to vehicle sale.
- Repairs on affected retailed vehicles are being checked off their "Open Campaign Report" so they can identify and contact those customers who have not been in for the Safety Recall Campaign.

OWNER NOTIFICATION

On **May 3, 2022**, affected vehicle owners will be sent a letter by first class mail advising them of the Safety Recall Campaign with instructions to bring their vehicles to an authorized Kia Dealer to have the recall performed on their vehicles at no cost to them.

Please contact me if you have any questions.

Regards,

Alex Lee
Director, Recall Management & Field Support
Kia North America, Safety Office
(949) 468-4866