



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

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 20V750
This notice applies to your vehicle: **Insert VIN**

RENOTIFICATION

OCTOBER 21, 2024

THIS IS A RENOTIFICATION OF AN EARLIER COMMUNICATION ISSUED ON JANUARY 27, 2021, WHICH NOTIFIED OWNERS OF THE AFFECTED 2012-2013 MY KIA SORENTO VEHICLES OF THIS SAFETY RECALL. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE AND THAT THIS RECALL HAS NOT BEEN COMPLETED. BOTH THE ENGINE INSPECTION AND SOFTWARE UPDATE ARE REQUIRED AS PART OF THIS SAFETY RECALL.

KIA IS REQUESTING THAT YOU CONTACT AN AUTHORIZED KIA DEALERSHIP IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO INSPECT, TEST, AND IF NECESSARY, REPAIR OR REPLACE YOUR ENGINE. IN ADDITION, DEALERS WILL ALSO PERFORM A KNOCK SENSOR DETECTION SYSTEM (KSDS) SOFTWARE UPDATE TO THE ENGINE CONTROL UNIT (ECU) IN YOUR VEHICLE TO PREVENT ENGINE DAMAGE DUE TO POTENTIAL EXCESSIVE CONNECTING ROD BEARING WEAR. THIS RECALL WILL BE PERFORMED FREE OF CHARGE AT NO COST TO YOU.

IF YOU HAVE ALREADY TAKEN YOUR VEHICLE TO A KIA DEALER AND HAD THIS SAFETY RECALL PERFORMED, PLEASE DISREGARD THIS NOTICE.

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 20V750)
This notice applies to your vehicle: **(Insert VIN)**

January 27, 2021
Dear Kia Sorento 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 Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 MY Sorento vehicles. The defect can result in an engine compartment fire while driving, thus increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.

NOTE: Depending on the condition of your vehicle's engine, engine noise, illumination of Malfunction Indicator Light (MIL)  that may be related to an engine mechanical issue, illumination of Engine Oil Pressure Warning Light , fuel smell, burning smell, oil leaking, and/or smoke from the engine compartment can occur. An engine compartment fire increases the risk of injury.

Kia Will Inspect, Test, And If Necessary, Repair or Replace The Engine, At No Cost To You.

Kia has advised its authorized Kia dealers to conduct an inspection of the engine compartment for any fuel and/or engine oil leaks. Dealers will also perform an engine test, and make any repairs, including engine replacement, if necessary.

In addition, dealers will also perform a Knock Sensor Detection System (KSDS) software update to the engine control unit (ECU) in your vehicle to prevent engine damage due to potential excessive connecting rod bearing wear. Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.

NOTE: Your vehicle may have already received the KSDS software update previously announced by Kia in late August 2020. As part of that product improvement campaign, Kia advised it would extend the warranty coverage for the engine sub-assembly (short block) to 10 years starting from the date of first service or 120,000 miles, whichever occurs first for both new and used vehicle owners for excessive connecting rod bearing wear. That coverage is therefore being increased to 15 years/150,000 miles as part of this recall.

The estimated time required to complete the repair will be 2 to 4 hours, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.

What Should You Do?

- If your vehicle displays any of the warning lights listed above, and/or if you notice a fuel smell, a burning/melting odor or smoke coming from the engine compartment, please contact Kia Roadside Assistance at 1-800-333-4542 (4Kia) to request to have your vehicle towed to the closest authorized Kia dealership.
- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealership to arrange for the recall repair to be conducted.
- 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 (fuel leak, oil leak and/or engine damage), 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
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 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.**

REQUEST FOR REIMBURSEMENT FORM – SAFETY RECALL CAMPAIGN

SC200 – ENGINE COMPARTMENT FIRE

If you have incurred expense due to a **fuel leak, oil leak, and/or engine damage repairs** 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 (Owners>Contact Us or directly at this link: <https://customercare.kiausa.com>)**.

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

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

Please allow at least sixty (60) days for review and response.

Customer First Name:		Customer Last Name:																			
Customer Address:																					
Customer City:		State:																			
		ZIP:																			
Phone #:		Email:																			
Vehicle Identification Number:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
Mileage at Time of Repair:		Date of Repair:																			
Amount of Reimbursement Requested:																					

Attach the following:

- **Repair Order showing:**
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - **Description of the problem repaired – MUST BE FUEL LEAK, OIL LEAK OR ENGINE REPAIR (no other repairs are eligible to be considered for reimbursement)**
 - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
 - Date of Payment
 - Amount Paid (**e.g., copies of cancelled check or credit card receipt**)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name