



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

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V519)

This notice applies to your vehicle: (Insert VIN)


July 21, 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 America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2021 MY Kia Sorento vehicles equipped with 2.5-liter Turbocharged engines. The defect can result in fuel leaking thereby increasing the risk of a fire and injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is the Problem?

The fuel pipe connecting the high-pressure fuel pump to the fuel rail in your vehicle may have been insufficiently tightened during assembly. In addition, a limited number of fuel pipes may have been manufactured incorrectly by the supplier. As a result, fuel may leak at the pipe connections. Leaking fuel increases the risk of a fire, thereby increasing the risk of injury. The illumination of the Malfunction Indicator Light (MIL) , fuel odor, burning/melting odor and/or smoke can occur.

Kia Will Inspect the Fuel Pipe and Replace or Tighten with Proper Torque At No Cost for Parts Or Labor To You.

Kia has advised its authorized dealers to inspect the fuel pipe to determine whether the pipe falls within the affected supplier lot. If the fuel pipe contains the affected lot date code, the fuel pipe will be replaced with a new one and tightened with the proper torque. If the fuel pipe does not contain the affected lot date code, dealers will inspect the fuel pipe for a fuel leak. If a fuel leak is found, the pipe will be replaced with a new one and tightened with the proper torque. If no fuel leak is found, the fuel pipe will be checked to ensure it is tightened with the proper torque. The actual time required to perform the inspection and repair will be approximately 1 to 2 hours. However, your vehicle may be needed longer. We recommend scheduling a service appointment to minimize inconvenience. Please contact your dealer for an exact estimate of how long they may need your vehicle for this repair.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- **If fuel smell and/or leakage is detected, immediately TURN OFF your engine, and do not drive your vehicle. Instead, please contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.**
- 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:

**Consumer Assistance 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 Consumer Assistance 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 Consumer Assistance 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,

Consumer Affairs 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.*