



**SC214 - 2021-2022 K5 2.5T & 2021 SORENTO 2.5T FUEL LEAK  
SAFETY RECALL CAMPAIGN  
Q & A  
July 13, 2021**

**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 inspect and, if required, replace the fuel pipe on certain 2021-2022 MY Kia K5 and certain 2021 MY Sorento vehicles. If replacement is not required, Kia will ensure the fuel pipe is tightened with the proper torque.*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2021-2022 MY Kia K5 manufactured from November 16, 2020 through May 12, 2021 and 2021 MY Sorento vehicles manufactured from October 26, 2020 through June 8, 2021 produced at Kia Georgia equipped with 2.5L Turbocharged engines.*

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

*A3. Approximately 21,575 vehicles (20,849 Sorento vehicles and 726 K5 vehicles) are affected by this recall.*

**Q4. What is the concern with the fuel pipe?**

*A4. The fuel pipe connecting the high-pressure fuel pump to the fuel rail may have been installed with insufficient torque during assembly. In addition, a limited number of fuel pipes may have been manufactured by the supplier out of specification for concentricity. As a result of insufficient torque or improper concentricity, fuel may leak at the pipe connections. Leaking fuel increases the risk of a fire, thereby increasing the risk of injury.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Kia dealers will 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. All inspection and repairs will be performed at Kia's expense at no cost to the customers.*

**Q6. How will owners of the affected vehicles be notified?**

*A6. Kia will notify owners of the affected vehicles by first class mail beginning on July 21, 2021.*

**Q7. What should vehicle owners do when they receive the notification?**

*A7. Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange to have their vehicle inspected and repaired. Owners are instructed to turn off their engine and discontinue driving their vehicle if fuel smell and/or leakage is detected.*

**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 inspection and 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](http://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**

**Q11. How long will the inspection and repair take?**

*A11. The actual time required to perform the inspection and repair will be approximately 1 to 2 hours. However, the vehicle may be needed longer. It is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)*

**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](http://www.kia.com) (Owner's Section).*