



July 24, 2023

FOLLOW-UP NOTICE

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

This is a follow-up notice to advise that the final remedy is now available.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain vehicles equipped with a Genuine Kia tow hitch harness accessory supplied by Mobis Parts America:

- 2016-2022 MY Sorento vehicles manufactured from October 27, 2014 to September 12, 2022,
- 2021-2023 MY Sorento HEV vehicles manufactured from September 2, 2020 to August 31, 2022,
- 2022-2023 MY Sorento PHEV vehicles manufactured from June 29, 2021 to August 30, 2022, and
- 2017-2022 MY Sportage vehicles manufactured from December 10, 2015 to December 7, 2021

A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition off. Foreign material and moisture contamination on the tow hitch harness module printed circuit board (PCB) may result in an electrical short circuit, thereby increasing the risk of a tow hitch harness module fire. A fire increases the risk of injury.

Kia will notify potentially affected owners regardless of whether their vehicle was equipped with a tow hitch harness as a port installed option (PIO) in an effort to capture those vehicles that may have had a tow hitch harness installed as a dealer installed option (DIO).

If the customer had the initial remedy completed (fuse replacement): Kia dealers will replace the tow hitch harness module.

If the customer has not had the initial remedy completed: Kia dealers will replace the tow hitch harness module. In addition, Kia dealers will install a new fuse with a different capacity to address the fire risk while the vehicle is in operation or parked.

As a reminder, Kia dealers have been advised not to sell the tow hitch harness and to return any unsold harnesses to Kia America.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com.

Enclosed you will find a copy of the follow-up owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of www.kia.com. Kia will mail follow-up notices to the affected vehicle owners beginning on **July 27, 2023**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures