



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

# IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V703)  
This notice applies to your vehicle: (Insert VIN)

## INTERIM NOTICE UPDATE

May 8, 2023

Dear Kia Sorento/Sorento HEV/Sorento PHEV Vehicle 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 2021-2023 MY Sorento and Sorento HEV/PHEV vehicles equipped with a Genuine Kia tow hitch harness accessory. The defect can cause a fire, increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

This is an interim notice to keep you informed of Kia’s recall implementation plan and provide you with an update as we work on developing a final remedy. In the meantime, Kia has developed an initial remedy that can be performed immediately to mitigate fire risk. We will send you another letter when the final remedy is available so that you can schedule a dealer appointment to have the final repair performed free of charge at no cost to you. PLEASE SEE THE “WHAT SHOULD YOU DO IN THE INTERIM” SECTION BELOW.

### What Is The Problem?

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. Debris and moisture contamination on the tow hitch harness module printed circuit board (PCB) may cause an electrical short circuit, increasing the risk of a fire. A fire increases the risk of injury.

**Kia Will Inspect And, If Necessary, Install A New Fuse. This Initial Remedy Will Be Performed Free of Charge At No Cost To You.**

Kia dealers will install a new fuse with a different capacity, as an initial remedy, to mitigate fire risk. When the final remedy becomes available, Kia will send you a follow-up notice. The new fuse installation and the final remedy will both be performed **free of charge at no cost to you.** The estimated time required to perform the initial remedy will be approximately one (1) hour. We recommend scheduling a service appointment to minimize your inconvenience.

### What Should You Do In The Interim?

- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to schedule a service appointment to have the new fuse installed in your vehicle.
- **Park your vehicle outdoors and away from other vehicles or structures UNTIL YOU HAVE THE NEW FUSE INSTALLED.**
- To find your nearest dealer, visit [www.kia.com](http://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*):



### 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 Kia Customer Care Center phone number listed below.

### 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**.