



2016-2022 MY SORENTO, 2021-2023 MY SORENTO HEV, 2022-2023 MY SORENTO PHEV, AND 2017-2022 MY SPORTAGE VEHICLES
TOW HITCH HARNESS - SAFETY RECALL CAMPAIGN (SC249)

Q & A - **FOLLOW-UP NOTICE**

July 24, 2023

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 address a condition involving the tow hitch harness accessory.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016-2022 MY Sorento vehicles manufactured from October 27, 2014 to September 12, 2022, Certain 2021-2023 MY Sorento HEV vehicles manufactured from September 2, 2020 to August 31, 2022, Certain 2022-2023 MY Sorento PHEV vehicles manufactured from June 29, 2021 to August 30, 2022, and Certain 2017-2022 MY Sportage vehicles manufactured from December 10, 2015 to December 7, 2021*

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

A3. *Approximately 70,887 vehicles
(22,052 vehicles equipped with the subject tow hitch harness as a port installed option (PIO) and 48,835 vehicles equipped with the subject tow hitch harness as a dealer installed option (DIO), according to part sales records)*

Q4. What is the concern with the Tow Hitch Harness?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *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.

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

A6. *Kia will send a follow-up notice to owners of the affected vehicles that may be equipped with a Genuine Kia tow hitch harness installed as optional equipment by first class mail beginning on July 27, 2023.*

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

A7. *Upon receipt of the letter, owners are to verify whether or not their vehicle is equipped with a tow hitch harness in order to determine the eligibility of this recall. If the customer's vehicle is NOT equipped with a Genuine Kia tow hitch harness accessory, no further action is required. Eligible vehicle owners are instructed to bring their vehicle to an authorized Kia dealer to have the recall performed on their vehicle free of charge at no cost to them. Out of an abundance of caution, Kia recommends the vehicle owners park their vehicles outdoors and away from other vehicles or structures until the recall is performed.*

Q8. Where were these vehicles produced?

A8. *The affected vehicles were produced at Kia assembly plants in the U.S. and Korea.*

Q9. Will this cost vehicle owners any money?

A9. *No. Kia will perform the recall repair free of charge at no cost to the customer.*

Q10. Are there any restrictions on an owner's eligibility?

A10. *Only vehicles that have a Genuine Kia tow hitch harness installed are eligible.*

Q11. If a customer has an immediate question, where can they get further information?

A11. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care 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 (Owner's Section).*