



**2022-2023 MY SORENTO, SORENTO HYBRID (HEV), AND SORENTO PLUG-IN HYBRID (PHEV) VEHICLES
REARVIEW CAMERA
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC280)**

Q & A

October 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 Noncompliance Safety Recall Campaign to address a condition involving the rearview camera.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2022-2023 MY Sorento vehicles manufactured from December 14, 2021 through July 31, 2023, Certain 2022-2023 MY Sorento HEV vehicles manufactured from September 13, 2021 through June 22, 2023, and Certain 2022-2023 MY Sorento PHEV vehicles manufactured from September 7, 2021 through June 13, 2023.*

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

A3. *Approximately 144,979 vehicles*

Q4. What is the concern with the Rearview Camera?

A4. *The mounting clips for the rearview camera may break, which can cause the rearview camera image not to appear properly on the display. As a result, the subject vehicles fail to comply with the rear visibility requirements of Federal Motor Vehicle Safety Standard 111, "Rear Visibility". A rearview camera that does not properly display what is behind the vehicle increases the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will replace the camera housing with an improved one.*

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

A6. *All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on October 27, 2023**.*

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

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them.*

Q8. Where were these vehicles produced?

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

A10. Are there any restrictions on an owner's eligibility?

A10. *No.*

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).*