



March 6, 2024

FOLLOW-UP NOTICE

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

THIS IS A FOLLOW-UP NOTICE TO ADVISE THAT THE REMEDY PART IS NOW AVAILABLE.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign on certain 2019 MY Sorento vehicles manufactured from August 1, 2018 through June 12, 2019.

Due to an error in the manufacturing process, the rearview camera may be susceptible to water intrusion. If water enters the rear of the camera, the camera's image may become blank while in reverse. As a result, the subject vehicles fail to comply with the rear visibility requirements of Federal Motor Vehicle Safety Standard (FMVSS) 111, "Rear Visibility." A rearview camera that does not display what is behind the vehicle increases the risk of a crash.

Kia dealers will inspect the rearview camera, and if necessary, replace it with a new one. If no issue is found following inspection, dealers will apply additional water proofing to the camera wiring harness.

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 during the week of March 6, 2023.

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 **March 8, 2024**.

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 Noncompliance 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 noncompliance 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