



2011 MY SORENTO 2.4L VEHICLES - ENGINE COMPARTMENT  
SAFETY RECALL CAMPAIGN (SC291)

Q & A

February 7, 2024

**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 engine compartment.*

**Q2. What vehicles are affected by the recall?**

A2. *All 2011 MY Sorento vehicles equipped with 2.4L MPI Engines manufactured from October 24, 2009 through June 24, 2011 that have not had the Knock Sensor Detection System (KSDS) software installed.*

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

A3. *Approximately 79,812 vehicles.*

**Q4. What is the concern with the Engine Compartment?**

A4. *Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential engine damage. A fire increases the risk of injury.*

**Q5. Can you describe the recall campaign and fix?**

A5. *In an effort to mitigate a potential fire risk, Kia dealers will be instructed to conduct an inspection and, if necessary, replace the engine. Depending on the condition, customers may experience engine noise, illumination of the Check Engine light, burning smell, or smoke.*

*In addition, as a preventative measure, dealers will also be instructed to install the Knock Sensor Detection System (KSDS) software. Upon installation of the KSDS software, Kia will provide extended warranty coverage for 15 years / 150,000 miles, whichever occurs first, starting from the date the vehicle was first put into service, for related engine long block assembly repairs.*

**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 February 9, 2024.***

**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 a Kia assembly plant in the U.S.*

**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](http://www.kia.com) (Owner's Section).*