



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

## IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V877

This notice applies to your vehicle: **Insert VIN**

February 9, 2024

Dear Kia Sorento 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 2011 MY Sorento vehicles. The defect can increase the risk of an engine compartment fire while driving. A fire increases the risk of injury. Our records indicate that you own or lease one of the affected vehicles.

### What Is The Problem?

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.

### Kia Will Inspect And, If Necessary, Replace the Engine, And Will Install the Knock Sensor Detection System (KSDS) Software Free of Charge At No Cost To You.

Kia dealers will be instructed to conduct an inspection and, if necessary, replace the engine. This recall will be performed **free of charge at no cost to you**. The estimated time required to perform this recall will be approximately one (1) to two (2) hours. However, your vehicle may be needed longer depending on the result of the inspection. If an engine replacement is necessary, the estimated time required is eight (8) hours or more. We recommend scheduling a service appointment to minimize your inconvenience.

In addition, as a preventative measure, Kia will install a Knock Sensor Detection System (KSDS) software. The estimated time required to install the software will be approximately one (1) hour. Upon completion of the KSDS software installation, Kia will extend the warranty coverage to 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.

### What Will The KSDS Software Do?

If excessive bearing wear is detected after the KSDS software has been installed, the following will occur:


1. **The Malfunction Indicator Lamp ("MIL") will blink continuously**, and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].



Malfunction Indicator Lamp ("MIL")

2. Your vehicle can continue to be operated for a limited time in Limp Home Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed. Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.

### What Should You Do?

- **WARNING:** You may experience engine noise, illumination of the Check Engine Light , burning smell, or smoke. If this occurs, pull over to a safe location and contact Kia Roadside Assistance at 1-800-333-4542 or online at [kia.rsahelp.com](http://kia.rsahelp.com) to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.
- 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*):



### What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care  
Kia America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### 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 your dealer fails or is unable to remedy this defect 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**.

**REQUEST FOR REIMBURSEMENT FORM  
2011 MY SORENTO 2.4L VEHICLES - ENGINE COMPARTMENT  
SAFETY RECALL CAMPAIGN (SC291)**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) (MyKia>Contact Us or directly at this link: <https://ksupport.kiausa.com/ConsumerAffairs>).**

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center  
Kia America, Inc.  
P. O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542

**Please allow at least sixty (60) days for review and response.**

Customer First Name:	<input type="text"/>	Customer Last Name:	<input type="text"/>																			
Customer Address:	<input type="text"/>																					
Customer City:	<input type="text"/>	State:	<input type="text"/>																			
		Zip:	<input type="text"/>																			
Phone #:	<input type="text"/>	Email:	<input type="text"/>																			
Vehicle Identification Number:	<table border="1" style="width: 100%; text-align: center;"><tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr></table>																					
Mileage at Time of Repair:	<input type="text"/>	Date of Repair:	<input type="text"/>																			
Amount of Reimbursement Requested	\$ <input type="text"/>																					

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

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Signature

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Print Name