



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

## IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V639

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

### INTERIM NOTICE

November 13, 2023

Dear Kia Sorento Vehicle Owner:

**Kia has identified a defect in your vehicle which relates to a noncompliance with Federal Motor Vehicle Safety Standards (FMVSS).**

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 certain 2019 MY Sorento vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rear Visibility." The rearview camera image may not appear on the display, increasing the risk of a crash. Our records indicate that you own or lease one of the affected vehicles.

**This is only an interim notice as we work on obtaining the remedy part. The purpose of this notice is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available so that you can schedule a dealer appointment to have the recall repair performed free of charge at no cost to you. **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW****

#### **What Is The Problem?**

Due to an error in the manufacturing process, water may leak into the rearview camera, which can cause the rearview camera image not to appear on the display 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.

#### **When The Remedy Part Is Available, Kia Will Inspect, and If Necessary, Replace the Rearview Camera Free of Charge At No Cost To You.**

When the remedy part is available, Kia dealers will inspect the rearview camera assembly, 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. This recall will be performed **free of charge at no cost to you.**

#### **What Should You Do In The Interim?**

- 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**.