



**2022 MY SORENTO PLUG-IN HYBRID (PHEV) VEHICLES  
FUEL TANK - SAFETY RECALL CAMPAIGN (SC261)**

**Q & A**

**March 16, 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 Safety Recall Campaign to address a defect involving the fuel tank.*

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

*A2. Certain 2022 MY Sorento Plug-In (PHEV) vehicles manufactured from April 12, 2022 to April 26, 2022.*

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

*A3. 34 vehicles.*

**Q4. What is the concern with the Fuel Tank Assembly?**

*A4. Due to a manufacturing issue, the fuel tank may have been improperly molded at the seam. An improperly molded fuel tank can result in a fuel leak. A fuel leak in the presence of an external ignition source increases the risk of a fire.*

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

*A5. Dealers will inspect and, if necessary, replace the fuel tank with a new one.*

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

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **March 22, 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 performed on their vehicle.*

**Q8. Where were these vehicles produced?**

*A8. The affected vehicles were produced at a Kia assembly plant in 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.*

**Q10. What about customers who may have already paid to have this situation corrected?**

*A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the*

*Owners section (Contact Kia) of [www.kia.com](http://www.kia.com) OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:*

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

**A11. Are there any restrictions on an owner's eligibility?**

*A11. No.*

**Q12. If a customer has an immediate question, where can they get further information?**

*A12. 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).*