



April 26, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the Motor Driven Power Steering (MDPS) wire harness on certain 2024 MY Sorento vehicles manufactured from January 7, 2024 through February 28, 2024.

The Motor Driven Power Steering (MDPS) wire harness in the subject vehicles may become damaged due to improper assembly by the supplier. This may result in either a reduction or loss of power steering assist. A loss of power steering assist requires higher steering effort by the driver, especially at low speeds, which increases the risk of a crash. Customers may experience illumination of the Electric Power Steering (EPS) warning light.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will inspect the MDPS wire harness and, if necessary, re-route the harness to the correct location. In addition, if any damage is found, the MDPS wire harness will either be repaired or, if necessary, replaced with a new one.

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 April 26, 2024.

Enclosed you will find a copy of the 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 notices to the affected vehicle owners beginning on **May 7, 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 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 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