



**2024 MY SORENTO VEHICLES - MOTOR DRIVEN POWER STEERING (MDPS) WIRE HARNESS
SAFETY RECALL CAMPAIGN (SC309)**

Q & A

April 26, 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 Motor Driven Power Steering (MDPS) wire harness.

Q2. What vehicles are affected by the recall?

A2. Certain 2024 MY Sorento vehicles manufactured from January 7, 2024 through February 28, 2024.

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

A3. 95 vehicles.

Q4. What is the concern with the MDPS wire harness?

A4. 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.

Q5. Can you describe the recall campaign and fix?

A5. Kia 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.

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 May 7, 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 (Owner's Section).