



2025 MY SORENTO PHEV VEHICLES EQUIPPED WITH R-MDPS - FUEL LINE
SAFETY RECALL CAMPAIGN (SC328)

Q & A

December 10, 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 fuel line.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2025 MY Sorento Plug-in Hybrid (PHEV) vehicles equipped with rack-mounted motor-driven power steering (R-MDPS) manufactured from April 2, 2024 through October 17, 2024.*

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

A3. *Approximately 1,385 vehicles.*

Q4. What is the concern with the fuel line?

A4. *During certain frontal collisions, the front subframe of the subject vehicles may become displaced rearward, causing the steering rack to contact and damage the fuel line. A damaged fuel line can result in a fuel leak. A fuel leak in the presence of an ignition source may increase the risk of a fire.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will install an additional protective covering around the fuel line.*

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 January 10, 2025.***

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 South 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. 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 <https://customercare.kiausa.com>.