



**2024-2025 MY SORENTO AND 2025 MY SORENTO HEV/PHEV VEHICLES
BODY DOMAIN CONTROL UNIT (BDC) SOFTWARE UPDATE
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC331)**

Q & A

January 13, 2025

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 Noncompliance Safety Recall Campaign to address a condition regarding the Body Domain Control Unit (BDC) in certain 2024-2025 Sorento and 2025 MY Sorento Hybrid (HEV) and Plug-in Hybrid (PHEV) vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2024-2025 MY Sorento vehicles manufactured (in the US) from December 7, 2023 through September 18, 2024
Certain 2025 MY Sorento Hybrid (HEV) vehicles manufactured (in South Korea) from March 4, 2024 through July 18, 2024
Certain 2025 MY Sorento Plug-in Hybrid (PHEV) vehicles manufactured (in South Korea) from April 2, 2024 through June 19, 2024*

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

A3. *Approximately 74,469 Sorento and Sorento Hybrid (HEV) and Plug-in Hybrid (PHEV) vehicles.
(63,782 Sorento, 8,937 Sorento HEV, and 1,750 Sorento PHEV vehicles)*

Q4. What is the concern with the Body Domain Control Unit (BDC)?

A4. *Due to a software logic error within the Body Domain Control Unit (BDC), under certain circumstances, momentary loss of low-beam headlamp and tail lamp illumination may occur while driving. As a result, the subject vehicles do not comply with the illumination requirements of Federal Motor Vehicle Safety Standard 108, "Lamps, reflective devices, and associated equipment". A momentary loss of low-beam headlamp and tail lamp illumination may decrease visibility, increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will be instructed to update the Body Domain Control Unit (BDC) with improved software.*

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 February 21, 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 Kia assembly plants in the U.S. and 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>.