



**2021-2023 MY SORENTO LX VEHICLES
HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) WIRE HARNESS
SAFETY RECALL CAMPAIGN (SC351)**

Q & A - INTERIM NOTICE

November 20, 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 Safety Recall Campaign to address a condition regarding the HVAC wire harness in 2021-2023 MY Sorento LX vehicles.

Q2. What vehicles are affected by the recall?

A2. 2021-2023 MY Sorento LX vehicles manufactured from September 10, 2020 through December 23, 2023 (Sorento S, EX, SX and X-line models are not affected)

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

A3. Approximately 39,536 Sorento LX vehicles

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

A4. Due to a suspected wire harness supplier quality issue, the connection between the blower motor resistor and connector can overheat when using the HVAC system on fan speed 3 while the ignition is on. In rare cases, this condition may lead to a fire, increasing the risk of injury. Vehicle owners may experience an inoperable blower motor, burning or melting smell, and/or smoke coming from the air vents.

Q5. Can you describe the recall campaign and fix?

A5. When the remedy is available, Kia dealers will replace, as a set, both the blower motor resistor circuit harness with an improved one and the blower motor resistor with a new one.

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

*A6. Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **November 24, 2025**. The purpose of this letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notice when the remedy becomes available.*

Q7. What should vehicle owners do when they receive the notification?

A7. The interim letter is to advise owners of the status of the recall and remedy. Upon receipt of the follow-up notice, 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.

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>.