



November 20, 2025

INTERIM NOTICE

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

This is an interim notice as we work on preparing the remedy parts to support this Safety Recall Campaign.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on 2021-2023 MY Sorento LX vehicles, manufactured from September 10, 2020 through December 29, 2023 (Sorento S, EX, SX and X-line models are not affected).

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.

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.

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 when the remedy is available.

Enclosed you will find a copy of the interim 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 <https://customercare.kiausa.com>. Kia will mail interim notices to the affected vehicle owners beginning on **November 24, 2025** and will mail vehicle owners a follow-up notice once the remedy becomes available.

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