



December 17, 2020

Attention: All Dealer Principals

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the accelerator pedal assembly on some 2021 MY Sorento vehicles, produced from September 9, 2020 through December 3, 2020. When the shift lever is in the P ("Park") position, a higher than expected idle RPM condition may occur due to a mispositioned internal component in the pedal assembly. However, if this condition occurs, brake pedal application reduces the RPM to idle. If this condition occurs while driving, application of the brake pedal will activate the vehicle's Smart Pedal logic and reduce the RPM to idle. Replacement of the accelerator pedal assembly will correct this condition.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on **December 16, 2020**.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for campaign questions, both of which describe the issue.

What Should You Do?

Please make certain the appropriate personnel in your dealership are familiar with the details of this service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2021 MY Sorento vehicles.

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 Motors 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 service campaign, and for no other purpose.

Your prompt attention in completing this repair is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures