



December 17, 2020

Attention: All Kia Service Managers

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 engine's 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**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue. A list of retail Kia Sorento vehicle owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification.

Please start performing the repairs on any affected vehicles currently in your inventory to ensure that the service campaign has been completed prior to sale.

PARTS INFORMATION: The initial supply of Accelerator Pedal Assembly will be limited. An initial supply of 30% of your current dealer stock units will be auto shipped to dealers as parts arrive at each PDC. Please check the Parts Portal for the anticipated shipment schedule. Dealers may place subsequent part orders for remaining dealer stock or retail unit needs with a valid VIN. Full supply for all retail and stock units is expected in early January but may be limited, so please only order as needed.

On December 22, 2020, Kia will mail notices to the owners of the affected vehicles. Please make certain the appropriate personnel in your dealership are familiar with the details of this 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 voluntary emissions recall campaign, and for no other purpose

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

Sincerely,

Kia Service Department

Enclosures