



QUESTIONS AND ANSWERS

SC202 – 2021 MY SORENTO ACCELERATOR PEDAL ASSEMBLY REPLACEMENT VOLUNTARY SERVICE CAMPAIGN

December 17, 2020

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the accelerator pedal assembly on some 2021 MY Kia Sorento vehicles.*

Q2. What vehicles are affected by this service campaign?

A2. *Some 2021 MY Kia Sorento vehicles produced from September 9, 2020 through December 3, 2020.*

Q3. What is the problem with the Accelerator Pedal Assembly?

A3. *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.*

Q4. Can you describe the service campaign and fix?

A4. *Kia will replace the accelerator pedal assembly.*

Q5. Will this cost vehicle owners any money?

A5. *No. It will not cost the customer any money to have the service campaign performed.*

Q6. How long will the repair take?

A6. *The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first-class mail on December 22, 2020.*

Q8. Where were the vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in West Point, Georgia, USA.*

Q9. How many vehicles are included?

A9. *Approximately 7,709 vehicles.*

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. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*