



**Kia Motors America, Inc.**

**Corporate Headquarters**

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**VOLUNTARY SERVICE CAMPAIGN**

December 23, 2020

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the accelerator pedal assembly on some 2021 MY Kia Sorento vehicles which may exhibit a higher than expected idle RPM condition at times.

**Why is Kia Conducting This Voluntary Service Campaign?**

Your vehicle may exhibit a higher than expected idle RPM condition when the shift lever is in the P ("Park") position, 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.

**What Will Kia Do?**

Kia will replace the accelerator pedal assembly on your vehicle with a new one at no cost to you.

**What Should You Do?**

- Please contact your Kia dealership to arrange for an appointment to have this service campaign performed on your vehicle.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use):



**Have You Changed Your Address or Sold Your Kia?**

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

**What If You Have Other Questions?**

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of [www.kia.com](http://www.kia.com).

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

**QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace. **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**