



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA





## VOLUNTARY SERVICE CAMPAIGN

December 13, 2022

Dear Kia Sorento Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the Hydraulic Electronic Control Unit ("HECU") in certain 2022 MY Sorento vehicles. Our records indicate that you own or lease one of potentially affected vehicles.

### Why is Kia Conducting This Service Campaign?

The Hydraulic Electronic Control Unit ("HECU") controls your vehicle's Electronic Parking Brake ("EPB"), Electronic Stability Control System ("ESC"), and Auto-Hold features, among other related functions. The HECU in your vehicle may have been produced by the supplier with a condition that can result in an internal brake fluid leak. If an internal leak occurs, your vehicle's EPB light , ABS light , ESC light , Auto-Hold light, and/or Forward Collision Avoidance Assist light  may illuminate, or a Smart Cruise Control ("SCC") warning message may appear on the instrument cluster. If this occurs, EPB, ESC, and Auto-Hold functions may be disabled.

### What Will Kia Do?

Kia dealers will inspect your vehicle's HECU and, if the internal leak condition exists, will replace the HECU with a new one. This campaign will be performed free of charge **at no cost to you**.

### What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the inspection and potential HECU replacement can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- 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 attached 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 call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of [www.kia.com](http://www.kia.com).

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

Sincerely,

Customer Care 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.***