



February 23, 2024

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2023-2024 Sorento vehicles manufactured from October 25, 2023 through February 11, 2024.

The HVAC (Heating, Ventilation, and Air Conditioning) system uses cooling and heating to help maintain a pleasant environment inside the vehicle. The blower motor controls the airflow for the HVAC system. Due to improper body seam sealer application at the HVAC fresh air intake, the subject vehicles may experience water intrusion through the HVAC fresh air intake and onto the blower motor, potentially causing the blower motor to be noisy, operate more slowly, and eventually become inoperative. Customers may experience reduced HVAC fan speed, noise and, in some cases, wet carpets.

Dealers will apply additional body seam sealer to prevent potential water intrusion into the blower motor. Dealers will also inspect and, if necessary, replace the blower motor.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) during the week of February 23, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **April 3, 2024**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

**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 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 service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department  
Enclosures