



**SC298 - HVAC BLOWER MOTOR  
2023-2024 MY KIA SORENTO VEHICLES  
VOLUNTARY SERVICE CAMPAIGN  
Q & A  
February 23, 2024**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign to apply additional body seam sealer to prevent potential water intrusion into the blower motor in certain 2023-2024 MY Sorento vehicles. Kia dealers will also inspect and, if necessary, replace the blower motor.*

**Q2. What vehicles are affected by the service campaign?**

A2. *Certain 2023-2024 MY Sorento vehicles manufactured from October 25, 2023 through February 11, 2024.*

**Q3. How many customer vehicles are affected by this service campaign?**

A3. *Approximately 16,913 vehicles.*

**Q4. What is the concern with the blower motor?**

A4. *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.*

**Q5. Can you describe the service campaign fix?**

A5. *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.*

**Q6. How will owners of the affected vehicles be notified?**

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **April 3, 2024**.*

**Q7. What should vehicle owners do when they receive the notification?**

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

**Q9. Are there any restrictions on an owner's eligibility?**

A9. *No.*

**Q10. If a customer has an immediate question, where can they get further information?**

A10. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at [www.kia.com](http://www.kia.com) (Owner's Section).*