



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

VOLUNTARY SERVICE CAMPAIGN

April 3, 2024

Dear Kia Sorento Vehicle Owner:

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. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

The HVAC (Heating, Ventilation, and Air Conditioning) system uses cooling and heating to help maintain a pleasant environment inside your vehicle. The blower motor controls the airflow for the HVAC system. Due to improper body seam sealer application at the HVAC fresh air intake, your vehicle 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. You may experience reduced HVAC fan speed, noise and, in some cases, wet carpets.

What Will Kia Do?

Kia 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. 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 campaign 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 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.

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**.*