



Kia America, Inc.

Corporate Headquarters

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

**2019-2020 MY KIA SORENTO (3.3L V6) VEHICLES
HIGH-PRESSURE FUEL PUMP
NEW VEHICLE LIMITED WARRANTY EXTENSION**

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

May 24, 2024

Dear Kia Sorento Owner:

Kia America, Inc. takes pride in providing you with high-quality and dependable vehicles. In order to maintain these standards, **Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for the high-pressure fuel pump in certain 2019-2020 MY Sorento vehicles equipped with 3.3L V6 Engines from 5 years / 60,000 miles to 15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service.**

The fuel control valve (FCV) plunger in your vehicle's high-pressure fuel pump may wear unevenly, and, over time, become stuck in the open position. If this condition occurs, your vehicle may experience rough running, engine hesitation, and/or illumination of the

'Malfunction Indicator Lamp' (MIL) . In rare cases, the engine may shut off while the vehicle is at a stop, although it can be immediately restarted (after shifting into Neutral or Park).

Warranty Extension Coverage:

- If, at any time within the extended warranty period, your vehicle experiences rough running, engine hesitation, and/or illumination of the MIL, and/or engine shut-off while at a stop, your authorized Kia dealership will **diagnose the cause free of charge at no cost to you.**
- Dealers will inspect the vehicle and check for DTC P0088 (Fuel Rail/System Pressure Too High). If this DTC is determined to be caused by the high-pressure fuel pump, the dealer will replace the pump with a new one **free of charge at no cost to you** under this warranty extension.
- **If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will NOT be covered under this warranty extension** and your dealer will advise you what the associated repair cost(s) will be if no warranty coverage applies.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

What Should You Do?

- Unless your vehicle experiences rough running, engine hesitation, and/or illumination of the MIL, you DO NOT need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.
- However, if you do experience the above concern, please contact an authorized Kia dealership to make an appointment to have your vehicle diagnosed at no cost to you.
- 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*).



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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. You can also contact the Customer Care Center phone number listed above.

What If You Have Other Questions?

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact 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.

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

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.**