



April 30, 2025

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the right-hand 2nd-row seat cushion wire harness on certain 2024-2025 MY Sorento X-Line Prestige AWD and X-Pro SX Prestige AWD vehicles equipped with heated 2nd-row Captain's Chairs, manufactured from December 7, 2023 through January 29, 2025. Dealers will also reroute the wiring harness and install additional protective covering to prevent damage to the wiring.

If sufficient weight is applied to the bottom seat cushion of the right-hand 2nd-row Captain seat, the seat cushion wiring harness may come into contact with a bracket located under the seat. Contact with this bracket over time may result in damage to the wiring harness. If a passenger enters the vehicle and sits in the right-hand 2nd-row Captain seat with a damaged wiring harness, inadvertent activation of the "walk-in seat" feature may occur, or the right-hand 2nd-row seat belt reminder indicator and chime may continuously activate even if the seat belt is buckled.

Dealers will inspect the right-hand 2nd-row seat cushion wiring harness for damage and, if necessary, replace the wiring harness. In addition, dealers will reroute the wiring harness and install additional protective covering to prevent damage to the wiring. This campaign will be performed free of charge at no cost to the customer. Vehicle owners should also reference their Owner's Manual (Sections 3-13 and 3-14) for instructions on how to use the strap, located beneath the 2nd-row seatback, to access or exit the 3rd-row in the event the walk-in seat feature becomes inoperable.

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 during the week of April 30, 2025.

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 **May 2, 2025**.

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