



2024-2025 MY SORENTO X-LINE SX PRESTIGE AWD AND X-PRO SX PRESTIGE AWD VEHICLES  
EQUIPPED WITH HEATED 2<sup>ND</sup>-ROW CAPTAIN'S CHAIRS  
RIGHT-HAND 2<sup>ND</sup>-ROW SEAT CUSHION WIRE HARNESS  
VOLUNTARY SERVICE CAMPAIGN (SC339)

Q & A

April 30, 2025

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

A1. *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 2<sup>nd</sup>-row Captain's Chairs. Dealers will also reroute the wiring harness and install additional protective covering to prevent damage to the wiring.*

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

A2. *Certain 2024-2025 MY Sorento vehicles equipped with heated 2<sup>nd</sup>-row captain's chairs, manufactured from December 7, 2023 through January 29, 2025.*

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

A3. *Approximately **14,158** vehicles.*

**Q4. What is the concern with the right-hand 2<sup>nd</sup>-row seat cushion wire harness?**

A4. *If sufficient weight is applied to the bottom seat cushion of the right-hand 2<sup>nd</sup>-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 2<sup>nd</sup>-row Captain seat with a damaged wiring harness, inadvertent activation of the "walk-in seat" feature may occur, or the right-hand 2<sup>nd</sup>-row seat belt reminder indicator and chime may continuously activate even if the seat belt is buckled.*

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

A5. *Dealers will inspect the right-hand 2<sup>nd</sup>-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.*

**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 **May 2, 2025**.*

**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. 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 2<sup>nd</sup>-row seatback, to access or exit the 3<sup>d</sup>-row in the event the walk-in seat feature becomes inoperable.*

**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 <https://customercare.kiausa.com>.*