



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

## VOLUNTARY SERVICE CAMPAIGN

May 2, 2025

Dear Kia Sorento Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, based on the inspection results, replace the right-hand 2<sup>nd</sup>-row seat cushion wire harness on certain 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. In addition, dealers will reroute the wiring harness and install additional protective covering to prevent damage to the wiring. Our records indicate that you own or lease one of the potentially affected vehicles.

### Why is Kia Conducting This Service Campaign?

The walk-in seat feature of the 2<sup>nd</sup>-row seat allows access to the 3<sup>rd</sup> row. 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.

### What Will Kia Do?

Kia 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. This campaign will be performed **free of charge at no cost to you.**

### What Should You Do?

- **IMPORTANT:** This walk-in seat feature of the 2<sup>nd</sup>-row seat may become inoperable. Please refer to your owner's manual for proper use of the walk-in seat feature (Owner's Manual Sections 3-13 and 3-14). If the walk-in seat feature becomes inoperable, the 2<sup>nd</sup>-row seat can also be unlocked by pulling the strap located beneath the 2<sup>nd</sup>-row seatback. There is a label attached to the 2<sup>nd</sup>-row seatback to show where the strap is located.
- 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](http://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 visit <https://customercare.kiausa.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.***