



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


VOLUNTARY SERVICE CAMPAIGN

November 12, 2025

Dear Kia Sorento Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025 MY Sorento vehicles to replace the engine with a new one. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

Due to a manufacturing error, the engine block in your vehicle may have a fracture, which can result in a coolant leak. Over time, continuing to operate your vehicle with this condition may result in an "Engine Overheated"  warning message displayed on the instrument cluster and cause damage to your vehicle's engine.

What Will Kia Do?

Kia dealers will replace the engine with a new one. This campaign will be performed **free of charge at no cost to you**. The time required to perform this recall will be approximately eight (8) hours. However, your vehicle may be needed longer depending on the dealer's schedule. We recommend scheduling a service appointment to minimize your inconvenience.

What Should You Do?

- **WARNING:** You may experience the 'Engine Overheated' warning message appear on the instrument cluster. Please refer to your Owner's Manual (pages 4-94 & 7-6 to 7-7) for instructions on what to do "If the engine overheats," including pulling off the road as soon as it is safe to do so. If this occurs, contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- 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 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**.*