



**2025 MY SORENTO VEHICLES
ENGINE REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC353)
Q & A
November 10, 2025**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025 MY Sorento vehicles to replace the engine with a new one.

Q2. What vehicles are affected by the service campaign?

A2. Certain 2025 MY Sorento vehicles, manufactured from December 18, 2024 through February 24, 2025

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

A3. 11 Sorento vehicles

Q4. What is the concern with the engine?

A4. Due to a manufacturing error, the engine block in the subject vehicles may have a fracture, which can result in a coolant leak. Over time, continuing to operate the vehicle with this condition may result in an 'Engine Overheated' warning message displayed on the instrument cluster and cause damage to the vehicle's engine.

Q5. Can you describe the service campaign fix?

A5. Dealers will replace the engine with a new one.

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 **November 12, 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.

Q8. Will this cost vehicle owners any money?

A8. No. Kia will perform the campaign 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>.