



2019 MY SORENTO VEHICLES
REARVIEW CAMERA
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC282)

Q & A - **INTERIM NOTICE**

November 9, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign to address a condition involving the rearview camera.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2019 MY Sorento vehicles manufactured from August 1, 2018 through June 12, 2019.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 83,667 vehicles*

Q4. What is the concern with the Rearview Camera?

A4. *Due to an error in the manufacturing process, the rearview camera may be susceptible to water intrusion. If water enters the rear of the camera, the camera's image may become blank while in reverse. As a result, the subject vehicles fail to comply with the rear visibility requirements of Federal Motor Vehicle Safety Standard (FMVSS) 111, "Rear Visibility." A rearview camera that does not display what is behind the vehicle increases the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *When the remedy part is available, Kia dealers will inspect the rearview camera, and if necessary, replace it with a new one. If no issue is found following inspection, dealers will apply additional water proofing to the camera wiring harness.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first class mail **beginning on November 13, 2023**. The purpose of this letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notice when a remedy becomes available.*

Q7. What should vehicle owners do when they receive the notification?

A7. *The interim letter is to advise owners of the status of the recall and remedy. Upon receipt of the follow-up notice, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.*

Q8. Where were these vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in the U.S.*

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. 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 the internet at www.kia.com (Owner's Section).