



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

NEF-109 ela
Ref. No. 11183184

[REDACTED]
O'Fallon, MO [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Kia Sorento vehicle. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of Kia/Hyundai Special Coverage Program (Bulletin No. WTY008, owner notification letter enclosed). The 2.4L GDI engine in certain MY 2012 through MY 2014 Kia Sorento vehicles may exhibit a knocking noise from the engine due to connecting rod wear. The knocking noise increases in frequency as the engine RPM increases. If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail and may result in engine failure.

Please note that manufacturers may issue a special coverage program to address a known problem and to restore customer satisfaction. However, the issuance of a special coverage program does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Therefore, unfortunately, NHTSA has no jurisdiction over repairs, expenses or reimbursement requests associated with such programs.

We recommend that you continue to work with Kia/Hyundai and your dealer for an amicable resolution to your problem. You may ask your dealership for a meeting with the Kia/Hyundai district service manager regarding your problem.

You may also consider contacting your local Consumer Protection Agency or the Missouri Attorney General's Office regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices.

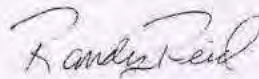
There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may contact the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

We have entered the information you provided into our database. It will be considered with any future reports as part of our investigation. To date, our investigations continue and no determinations have been reached at this time. You can monitor future updates to our investigation on our website at www.nhtsa.gov, and get an explanation of NHTSA's full investigation and recall process at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



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Corporate Headquarters
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T 1 949 468 4800 F 1 949 468 4905

2012-2014 MY SORENTO 2.4L GDI ENGINE KIA NEW VEHICLE LIMITED WARRANTY EXTENSION

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

August 29, 2016

Dear Kia Sorento Vehicle Owner:

Kia Motors America takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the warranty coverage, **to all owners**, for the engine's "short block" assembly on **2012-2014 MY Sorento 2.4L GDI engine to 10 years starting from the date of first service or 120,000 miles**, whichever comes first. The short block consists of the engine block, crankshaft and bearings, connecting rods and bearings and pistons. This warranty extension addresses issues with connecting rod wear which results in knocking noise from the engine. The knocking noise increases in frequency as the engine RPM increases. If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail and may result in engine failure.

What You Should Do:

- **PAY ATTENTION TO ENGINE KNOCKING NOISE.** You will hear a knocking noise from the engine if the connecting rod begins to wear. If you hear this type of noise, promptly contact your nearest Kia dealer to have your vehicle diagnosed and repaired.

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):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** This letter does not announce a service campaign that requires mandatory repair on all vehicles. You will most likely not need to take any action now. That is, you will only be able to obtain a repair if the knocking condition described above exists. If you are uncertain of the condition of your engine, please have it inspected at your Kia dealer. You will not be charged for such an inspection and diagnosis, even if no repair is required at the current time. Otherwise, simply place this letter in your glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- **FOLLOW THE MAINTENANCE SCHEDULE OUTLINED IN SECTION 7 (MAINTENANCE) OF YOUR VEHICLE'S OWNER'S MANUAL.**

What If You Have Already Paid To Have This Situation Corrected?

If you have experienced this issue and paid to have a connecting rod bearing related repair performed at your own expense prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense whether or not you still own the vehicle. Please mail the attached Request for Reimbursement Form along with your documentation directly to Kia for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Kia will review and respond to your claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle.

What If You Have Other Questions?

- Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

We hope this warranty extension shows Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Consumer Affairs 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.**