May 3, 2017

Attention: All Kia Dealer Principals

This memo is to advise that Kia Motors America, Inc. will be conducting a Voluntary Service Campaign to replace the halogen headlamp low beam connector wiring harnesses on certain 2011-2012 MY Sorento vehicles, manufactured from April 25, 2011 through June 16, 2011. In a limited production of these vehicles, a small number of headlamp connectors may lose electrical contact with a low beam bulb in one of the headlamp assemblies. This condition on the affected headlamp does not affect the other low beam. Also, the high beams continue to function at all times.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on May 3, 2017.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for campaign questions both of which describe the issue and information on how to access the list of affected vehicles on WEBDCS.

What Should You Do

Please make certain the appropriate personnel in your dealership are familiar with the details of this service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this service campaign, and for no other purpose.

Your prompt attention in completing this repair is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,



Neem Van der Reest
Quality Analysis Manager

Enclosures