SC149 – 2011-2012 MY KIA SORENTO HALOGEN HEADLAMP LOW BEAM CONNECTOR VOLUNTARY SERVICE CAMPAIGN
Q&A

Q.1 What type of campaign is Kia conducting?

A.1 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 Kia Sorento vehicles, manufactured from April 25, 2011 through June 16, 2011.

Q.2 Why is Kia conducting this service campaign?

A.2 In a limited production of these of 2011-2012 MY Sorento vehicles, Kia has determined that 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.

Q.3 Can you describe the service campaign fix?

A.3 Kia will notify its dealers to replace the headlamp low beam connector wiring harnesses.

A.4 How was this issue discovered?

A.4 This issue was discovered through the monitoring of field data.

Q.5 What vehicles are affected by this service campaign?

A.5 Certain 2011-2012 MY Sorento vehicles manufactured from April 25, 2011 through June 16, 2011.

Q.6 How many vehicles are included?

A.6 Approximately 13,758 vehicles are affected by this campaign.

Q.7 What should vehicle owners do when they receive the notification?

A.7 Owners are asked to contact the nearest Kia dealer to schedule an appointment to have the service campaign performed on their vehicles.

Q.8 Have there been any deaths or injuries as a result of this issue?

A.8 No.

Q.9 Have there been any accidents as a result of this issue?

A.9 No.

Q.10 Has Kia had any litigation regarding this issue?

A.10 No.

Q.11 Will the customer need to pay for the repair?

A.11 No. The repair will be performed at no cost to the customer.

Q.12 How long will the repair take?

A.12 The length of time can vary depending on the dealer's work schedule; therefore scheduling an appointment is recommended.

Q.13 How will owners of the affected vehicles be notified?

A.13 Kia will notify owners of the affected vehicles by first-class mail ***on May 5, 2017.***

Q.14 Are there any restrictions on an owner's eligibility?

A.14 No.

Q.15 We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?

A.15 No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.

Q.16 If a customer has an immediate question, where can they get further information?

A.16 They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or contact us via the Owner's Section of www.kia.com.