

## PENDING NHTSA's APPROVAL



KIA MOTORS

## SAFETY RECALL NOTICE

November XX, 2010

Dear Kia Sorento Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect relating to motor vehicle safety exists in certain 2011 MY Kia Sorento vehicles.

### **What Is The Problem?**

One or both rear brake calipers in your vehicle may not have been properly machined. As a result, rear brake fluid may leak, especially if you are in a cold climate. If this occurs, the following symptoms may occur:

- The Low Brake Fluid Level Warning Light on the instrument panel will illuminate indicating that the brake fluid is low.
- If the vehicle continues to be driven with the Low Brake Fluid Level Warning Light illuminated, the driver will experience a soft or spongy feel in the brake pedal and possibly increased pedal travel to obtain braking power.
- If both indicators are ignored without service being obtained, braking performance will be reduced and may result in the loss of brake function.

The malfunction of the brakes may put you at risk of a crash.

### **What Will Kia Do?**

Your Kia dealer will inspect your vehicle's rear calipers. If necessary, the dealer will replace your vehicle's rear caliper(s) with an improved part at no cost to you.

### **What Should You Do?**

- Immediately check the Low Brake Fluid Level Warning Light on your instrument panel. If it is illuminated, DO NOT DRIVE your vehicle. Contact Kia Roadside Assistance (800)333-4KIA (4542) to have your vehicle towed to the nearest Kia dealer at no cost to you.
- If the Low Brake Fluid Level Warning Light is NOT illuminated, please contact your Kia dealer as soon as possible to schedule a service appointment. The actual time required to repair your vehicle can vary depending on the dealer's work load, therefore, we recommend scheduling a service appointment to minimize inconvenience. Please present this notice to your dealer at the time of your appointment.

**IMPORTANT: Always pay close attention to the Low Brake Fluid Level Warning Light on the instrument panel. If the warning light remains on, drive to the nearest safe location and carefully stop your vehicle.** Contact Kia Roadside Assistance (800)333-4KIA (4542) to have your vehicle towed to the nearest Kia dealer at no cost to you.

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

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration:

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

**Have You Changed Your Address Or Sold Your Kia?**

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

**What If You Are A Vehicle Lessor?**

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What If You Have Other Questions?**

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation, without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 40990; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department