



## **SAFETY RECALL NOTICE**

May 05, 2011

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 the 2011 Model Year Kia Sorento 2WD vehicles equipped with an automatic transmission and 2.4L engine. Our records indicate that you own or lease one of the potentially affected vehicles.

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

The intermediate shaft of your vehicle may suffer from noise and excessive wear due to a misalignment of the intermediate shaft with the right side output gear. Continuing to drive the vehicle in this condition leads to the development of a whirring/whining noise and can eventually cause damage to the automatic transmission resulting in a loss of motive power, thereby increasing the risk of a crash without warning. The steering and braking systems remain fully functional.

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

Your Kia dealer will replace the right side output gear and intermediate shaft at no cost to you.

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

- Please contact your Kia dealership to schedule an appointment to have this safety recall performed. The actual time required to repair your vehicle depends on the dealer's work load; therefore, we recommend scheduling a service appointment to minimize inconvenience. Present this notice to your dealer at the time of your appointment.

**NOTE:** In April 2011, you may have received notification of an upgraded Voluntary Service Campaign for this issue. This safety recall replaces that campaign. If you have recently had your vehicle repaired as part of that Service Campaign, no further action on your part is necessary as the repair procedure is identical. If you are unsure of whether you still need this repair, please contact your Kia dealership to determine whether the intermediate shaft and right side output gear have previously been replaced.

### **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 contact the Kia Consumer Assistance number listed below for assistance in submitting your claim, or 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, 1200 New Jersey Avenue, SE., 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