



September 4, 2013

Attention: All Kia Parts & Service Managers

Kia Motors America, Inc. pursuant to the National Traffic and Motor Vehicle Safety Act is conducting a Voluntary Safety Recall Campaign to replace the right front axle driveshaft on some 2014 MY Sorento vehicles equipped with the 2.4-liter engine and front-wheel drive (FWD) manufactured from January 7, 2013 thru March 12, 2013.

The Technical Service Bulletin (TSB) 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 **September 4, 2013**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of retail Kia Sorento owners affected by this recall can be accessed on WEBDCS. Log onto the site, select the Consumer Affairs Tab, click on Not Completed Recall VINS in the left side menu, and select **SC099** to generate the list.

The owner notification will be mailed on September 9, 2013. Please start performing the repairs immediately on any affected vehicle currently in your inventory to ensure that the right front axle driveshaft is replaced prior to selling the vehicle to a retail customer.

PARTS INFORMATION:

During the week of **September 5th, 2013**, all Kia dealers will receive an initial shipment of parts based upon the VIN campaign list. Initial order quantities will include 100% of the parts required to repair affected vehicles in dealer inventory, plus an additional quantity for initial repairs of affected vehicles retailed out of your dealership.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2014 MY Sorento 2.4L Engine, FWD vehicles.

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

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 voluntary safety campaign, and for no other purpose.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest".

Neem Van der Reest
Quality Analysis Manager

Enclosures

**SC099 – 2014 MY SORENTO RIGHT FRONT AXLE DRIVESHAFT REPLACEMENT
VOLUNTARY SAFETY RECALL CAMPAIGN
Q&A**

Q1. What type of campaign is Kia conducting?

A1. Kia is conducting a voluntary safety recall to replace the right front axle driveshaft on some 2014 MY Sorento vehicles.

Q2. What is the concern with the right front axle driveshaft?

A2. The tubular right hand driveshaft may on rare occasions develop a crack in the area of the stub at the wheel end of the shaft. When moving from a stopped location, the crack can lead to a separation of the shaft, causing a loud noise. The vehicle would then lose motive power. In addition, if the driver fails to engage the parking brake when the vehicle is parked on an incline, a vehicle with this condition can roll. In either case, a crash could result.

Q3. What vehicles are affected by the recall?

A3. The vehicles affected by the recall are 2014 MY Sorento 2.4-liter engine, front-wheel-drive (FWD) vehicles manufactured from January 7, 2013 through March 12, 2013. The FWD vehicles produced from March 13, 2013 and later do not contain the condition described. The 2014 MY Sorento AWD vehicles equipped with the 2.4-liter engine and the 2014 MY Sorento FWD and AWD with the 3.3-liter engine have a different configuration than the vehicles subject to this recall and do not contain the same condition.

Q4. How many customer vehicles are affected by this campaign?

A4. Approximately 9,345 vehicles are affected by this campaign.

Q5. Can you describe the recall campaign and fix?

A5. All owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to have the right front axle driveshaft replaced with an updated one.

Q6. How was the issue discovered?

A6. Through the regular monitoring of its field information.

Q7. What should vehicle owners do when they receive the notification?

A7. Owners are being asked to immediately contact their Kia dealer to arrange for the repair to be conducted as soon as possible

Q8. Should customers take any precautions?

A8. Yes. When parking the vehicle on an incline, make sure to engage the parking brake in accordance with the instructions contained on page 5-33 of the owner's manual.

Q9. Have there been any deaths or injuries as a result of this defect?

A9. No.

Q10. Has Kia had any litigation regarding this defect?

A10. No.

Q11. Will this cost vehicle owners any money?

A11. No. The right front axle driveshaft will be replaced at no cost to the customer.

Q12. What about customers who may have already paid to have the right front axle driveshaft replaced?

A12. If any customers have had a repair where they could not get to a Kia dealership and incurred out-of-pocket expenses related to repair of the right front axle driveshaft, they can mail their receipts with a cover letter 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**

Q13. How long will the repair take?

A13. The estimated time required to complete is approximately one hour. However, the actual time can vary depending on the dealer's work schedule. To ensure the most efficient use of your time, scheduling an appointment is highly recommended.

Q14. How will owners of the affected vehicles be notified?

A14. Kia will be notifying owners of the affected vehicles by first-class mail on September 4, 2013.

Q15. Are there any restrictions on an owner's eligibility?

A15. No.

Q16. Where were the vehicles produced?

A16. The affected vehicles were produced at a Kia assembly plant.

Q17. If a customer has an immediate question, where can they get further information?

A17. The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).