



**Kia Motors America, Inc.**  
**Corporate Headquarters**

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## **SAFETY RECALL NOTICE**

(NHTSA Recall Number: 13V-356)

September 9, 2013

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 which relates to motor vehicle safety exists in certain 2014 MY Kia Sorento vehicles with the 2.4-liter engine and equipped with front-wheel drive. Our records indicate that you own or lease one of the potentially affected vehicles.

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

The right front axle driveshaft in your vehicle could crack and then later separate while attempting to move from a stopped position. This would cause a loud noise and the loss of the ability to move your vehicle. In addition, if the driver fails to engage the parking brake on an incline, a vehicle with this condition can roll. In either case, a crash could result.

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

Kia has advised authorized Kia brand dealers to replace the right front axle driveshaft at no cost to you.

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

- 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 your owner's manual.
- Please immediately contact your Kia dealer to arrange for the repair to be conducted as soon as possible. You would not receive any indication of the crack developing before the shaft might separate.
- The estimated time which will be required to repair your vehicle is approximately one hour. However, the actual time required to repair your vehicle depends on the dealer's work schedule; therefore, we recommend scheduling a service appointment to minimize inconvenience.

### **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**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

**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, S.E., Washington, DC 20590; 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