



**KIA MOTORS**  
Kia Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542

## **IMPORTANT SAFETY RECALL**

(NHTSA Recall Number: 13V-550)

This notice applies to your vehicle: (Insert VIN)

December 20, 2013

Dear Kia Sedona 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 2006-2012 Kia Sedona vehicles. As a result, Kia is conducting this recall for customers who own 2006-2012 Sedona vehicles originally sold in, or currently registered in the specified states where heavy road salt is used. Our records indicate that you own or lease one of the potentially affected vehicles.

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

There is a possibility that corrosion of the front lower control arms may occur as a result of prolonged exposure to road salt. Over time, such corrosion can lead to vibration and/or noise. If allowed to progress over a long period of time without proper inspection and corrective action, the lower control arms could break and a crash could result.

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

Kia has advised authorized Kia brand dealers to inspect and measure the thickness of both front lower control arms for corrosion damage. If specified levels of corrosion damage have occurred, the lower control arm will be replaced with a new one. Lower control arms that do not require replacement will be treated with anti-corrosion material. In either case, the work will be performed at Kia's expense at no cost to you. The estimated time which will be required to repair your vehicle can range from approximately two to three hours, depending on the corrective action required.

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

- Please contact your Kia dealer to arrange for inspection and repair to be conducted as soon as possible. If your vehicle is experiencing significant vibration or you hear noises coming from the front end, schedule an appointment immediately.
- If your vehicle is experiencing directional control issues (wobbling), contact Kia Roadside Assistance directly at 800-333-4542(4Kia) to request a tow to the nearest Kia dealer for repair.
- Read the information and follow the instructions in the "Underbody Maintenance" section of your owner's manual regarding the ongoing maintenance and cleaning of the underbody of your vehicle to limit the effects of road salt in the future.

### **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 documentation with the completed Request for Reimbursement Form at the bottom of this 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

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

REQUEST FOR REIMBURSEMENT FORM  
*SC100 – 2006-2012 MY SEDONA FRONT LOWER CONTROL ARMS  
VOLUNTARY SAFETY RECALL CAMPAIGN*

If you have paid to have the front lower control arms replaced on your Kia Sedona, you may be eligible for reimbursement for some or all of that expense. Mail this completed Request for Reimbursement Form to Kia, along with documentation specified below, 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

**Please allow sixty (60) days for review and response.**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Customer City, State, Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_ (17 digits)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

Attach the following:

Repair Order showing:

- Name & address of person paying for the repair
- Vehicle Identification Number (VIN) of vehicle repaired
- **Description of the problem repaired (e.g., vehicle vibration or noise) and the repairs made (e.g., replacement of the front lower control arms)**
- Date of repair and mileage on the vehicle at the time of repair
- Total cost of repair expense being claimed

Evidence of Payment of Repair showing:

- Date of payment
- Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this Safety Recall Campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
*Signature*

Print Name: \_\_\_\_\_