



Kia Motors America, Inc.

Corporate Headquarters

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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: (Insert VIN)
(NHTSA Recall Number: 15V626)

November 9, 2015

Dear Kia Sorento Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that certain 2011-2013 MY Kia Sorento vehicles equipped with an automatic transmission fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 114, "Theft Prevention" due to severe usage patterns. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Federal Motor Vehicle Safety Standard No. 114 requires the service brake to be depressed before the transmission can be shifted out of PARK. When excessive force is applied to the gear shift lever, the park position catch in the brake-shift interlock mechanism can chip or crack. Once sufficient damage occurs to the park position catch, it is possible for the shift lever to be moved out of PARK without pressing the brake pedal. If this occurs, the vehicle can roll increasing the risk of a crash and/or injury, especially if a driver is not present.

What Will Kia Do?

Kia has advised its authorized dealers to replace the brake-shift interlock mechanism with a new one at no cost to you. The estimated time which will be required to repair your vehicle is approximately one (1) hour, depending upon your dealer's work schedule.

What Should You Do?

- Never leave children unattended in a vehicle – not even for a short time. Please refer to your Owner's Manual, Section 3.32 for 2011 MY or Section 3.34 for 2012~2013 MY.
- Before leaving the vehicle, always engage the parking brake firmly AND make sure the shifter lever is securely positioned in "P" (PARK). Please refer to your Owner's Manual, Section 5.28 and 5.29.
- Please immediately contact your Kia dealer to arrange for the repair to be conducted as soon as possible.

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
SC124 -2011-2013 MY Sorento Transmission Gear Shift Lever
Voluntary Safety Recall Campaign

If you have paid to have the brake-shift interlock mechanism replaced on your vehicle, 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 at least ninety (90) days for review and response.

Customer Name: _____

Customer Address: _____

Customer City, State, Zip Code: _____

Daytime Phone Number: _____ Evening Phone Number: _____

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 and the repairs made
 - 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 Voluntary Safety Recall Campaign.

CLAIMANT'S SIGNATURE:

Signature
Print Name: _____