



**SC115 – 2016 MY SORENTO FORCED IDLE MODE
VOLUNTARY SAFETY RECALL CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary safety recall on 2016 MY Sorento vehicles to replace the accelerator pedal assembly.*

Q2. What vehicles are affected by the recall?

A2. *Some 2016 MY Sorento vehicles manufactured from October 27, 2014 through January 29, 2015. Some vehicles produced in the production range have already had the remedy component installed and are not affected by this recall.*

Q3. How many customer vehicles are affected by this campaign?

A3. *Approximately 12,374 vehicles are affected by this campaign.*

Q4. What is the concern with the accelerator pedal assembly?

A4. *A capacitor for the circuit board in the accelerator pedal assembly may have been improperly soldered by the supplier. This could result in the illumination of the check engine light and/or electronic stability control indicator light. If this occurs, the vehicle will continue to function safely in Limp Home Mode. However, under certain circumstances, the engine will go into Forced Idle Mode, thus permitting only minimal vehicle acceleration. An inability to accelerate the vehicle beyond idle speed may increase the risk of another vehicle colliding with the Sorento.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized dealers to replace the accelerator pedal assembly with an improved one. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer to have the repair performed.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

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

A7. *Owners should contact their Kia dealer to schedule a service appointment to have the repair performed.*

Q80. Have there been any accidents or injuries as a result of this condition?

A8. *There have been no accidents or injuries as a result of this condition.*

Q91. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The repairs associated with this recall campaign will be performed at no cost to the customer.*

Q11. What about customers who may have already paid to have the situation corrected?

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please 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
1-800-333-4KIA (4542)**

Q12. How long will the repair take?

A12. *The estimated time which will be required to repair your vehicle is approximately one hour. However, the actual time can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.*

Q13. How will owners of the affected vehicles be notified?

A13. *Kia will be notifying owners of the affected vehicles by first-class mail tentatively on February 18, 2015.*

Q14. If a customer has an immediate question, where can they get further information?

A14. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*