



July 15, 2016

## **Attention: All Dealer Principals**

This memo is to advise you that Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, will be announcing a Voluntary Safety Recall Campaign (SC137) to inspect, and if necessary, replace the rear crossmember assembly on **certain** 2016 MY Kia Sorento vehicles manufactured from May 29, 2015 through November 16, 2015 and from January 14, 2016 through February 11, 2016. During the welding process at the supplier, the assist arm bracket may have been improperly seated to the rear crossmember prior to application of the tack welds. As a result, the continuous weld may have failed to connect the bracket to the crossmember. An incomplete weld could break and affect the rear suspension alignment, resulting in the risk of a crash.

The Technical Service Bulletin 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](http://www.kiatechinfo.com) on **July 15, 2016**.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of retailed 2016 MY Kia Sorento vehicles.

Kia will notify the vehicle owners on **July 21, 2016**.

**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.**

### **What Should You Do**

Please make certain the appropriate personnel in your dealership are familiar with the details of this recall campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2016 MY Kia Sorento vehicles.

**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 recall campaign, and for no other purpose.

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

Sincerely,

Neem Van der Reest  
Quality Analysis Manager

Enclosures