



July 15, 2016

Attention: All Kia Parts & Service Managers

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 (TSB) 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 on **July 15, 2016**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of retailed Kia Sorento vehicle owners affected by this recall can be accessed on WEBDCS. Log onto the site, select the Consumer Affairs Tab, click on **Not Completed Recall VINS** in the left side menu, and select **SC137** to generate the list.

PARTS INFORMATION

Campaign parts will not be automatically shipped. Parts are to be ordered after the inspection confirms replacement of the rear crossmember assembly is necessary. See Technical Service Bulletin for more information. Please note that, should the rear crossmember assembly need to be replaced, customers are to be provided with alternate transportation during the duration of the repair.

We will mail notices to the owners of the affected 2016 MY Kia Sorento vehicles **beginning on July 21, 2016**. Please start performing the repairs immediately on any affected vehicles currently in your inventory.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and request to have the recall performed on their 2016 MY Kia Sorento vehicles. This Voluntary Safety Recall provides an opportunity for your service department to deliver an exceptional service experience (e.g. flexible service appointment process, car wash and vacuum and timely service).

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.

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 is appreciated. If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Neem Van der Reest
Quality Analysis Manager
Enclosures