



November 29, 2016

Attention: All Kia Parts & Service Managers

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect, and if necessary, replace the driver seatback frame on certain 2016 MY Kia Sorento vehicles produced from March 3, 2016 through March 21, 2016. The driver seatback frame welds may not have been correctly welded due to a temporary malfunctioning of a supplier's assembly line robot. The defect could cause the seatback to not function as designed in a rear-end collision thereby increasing the risk of severe injury and/or death.

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 **November 29, 2016**.

PARTS INFORMATION – No initial parts will be shipped to dealers, as affected vehicles will need to be inspected in order to determine whether the driver seatback frame will require replacement. After vehicle inspection, if the driver seatback frame needs to be replaced, order the specific part applied to that VIN from your PDC.

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 Kia Sorento vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC140** to generate the list.

Kia will mail notices to the affected 2016 MY Sorento vehicle owners beginning on **December 9, 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 requests to have the recall performed on their 2016 MY Sorento vehicles. This Safety Recall represents 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 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