



Kia Motors America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 16V862)  
This notice applies to your vehicle: (Insert VIN)

January 18, 2017

Dear Kia Sportage/Sorento Owner:

### **Kia has identified a noncompliance issue in your vehicle which relates to motor vehicle safety**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that certain 2016-2017MY Sorento and 2017 Sportage vehicles, equipped with an accessory trailer hitch, may fail to conform to the requirements of Federal Motor Vehicle Safety Standard ("FMVSS" No. 108, "Lamps, Reflective Devices, and Assoc. Equipment." The trailer hitch was supplied by Mobis Parts America and distributed/installed by Kia Motors America or its authorized Kia dealers. Our records indicate that you own or lease one of the potentially affected vehicles.

### **What Is The Problem?**

When the wiring harness is connected to the trailer, the tow hitch module may malfunction resulting in continuous illumination of the trailer's brake and/or turn signal bulb(s). If this condition occurs, the driver's intent to stop, turn or change lanes may not be visible to other drivers, thereby increasing the risk of a crash.

- Continuous illumination of the trailer lights may also cause a consistent drain on your battery. If this occurs, you may be unable to start your vehicle.

### **Kia Will Replace The Trailer Hitch Wiring Harness At No Cost For Parts Or Labor To You.**

Kia has advised its authorized Kia dealers to replace the trailer hitch wiring harness in your vehicle with a new one. The work will be performed at Kia's expense at no cost to you. The estimated time which will be required to repair your vehicle is approximately one (1) hour.

### **What Should You Do?**

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- Until the recall repair is completed, to prevent battery drain, disconnect the trailer harness from your vehicle when the vehicle is parked.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### 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 contact the Kia Consumer Assistance number listed below for assistance in submitting your claim, or 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  
1-800-333-4542**

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. You can also contact the Consumer Assistance Center phone number listed above.

### 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

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**