



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

SECOND NOTICE

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 16V-387)

This notice applies to your vehicle: **(Insert VIN)**

June 6, 2017

THIS NOTICE IS A FOLLOW-UP TO AN EARLIER COMMUNICATION ISSUED ON JULY 25, 2016, WHICH NOTIFIED ALL OWNERS OF THE AFFECTED 2008-2012 MODEL YEAR SEDONA VEHICLES, ORIGINALLY SOLD IN, OR CURRENTLY REGISTERED IN STATES WHERE HEAVY ROAD SALT IS USED, OF A SAFETY RECALL. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE AND THAT IT HAS NOT YET BEEN REPAIRED.

KIA IS REQUESTING THAT YOU CONTACT A KIA DEALERSHIP TO SCHEDULE AN APPOINTMENT TO HAVE BOTH OF THE FRONT LOWER CONTROL ARMS INSPECTED FOR CORROSION DAMAGE AND REPLACED, IF NECESSARY, OR REPAIRED AT NO COST TO YOU.

IF YOU HAVE ALREADY TAKEN YOUR VEHICLE TO A KIA DEALER AND HAD THIS SAFETY RECALL PERFORMED, PLEASE DISREGARD THIS NOTICE.

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 16V-387)

This notice applies to your vehicle: **(Insert VIN)**

July 25, 2016

Dear Kia Sedona Owner:

Kia has identified a defect 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 a defect which relates to motor vehicle safety exists in certain 2008-2012 model year Sedona vehicles.

Kia is following up on an earlier recall in December 2013 related to road salt corrosion in heavy road salt use states affecting Sedona front lower control arms. Kia initiated an inspection and repair effort at that time. Kia has now determined that certain 2008-2012 Sedona vehicles that previously had the inspection and control arm anti-corrosion coating repair applied require a further inspection and repair.

As a result, Kia is conducting this recall for customers who own 2008-2012 Sedona vehicles originally sold in, or currently registered in states where heavy road salt is used. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Corrosion of the front lower control arms may occur as a result of prolonged exposure to road salt. Over time, such corrosion can lead to vibration and/or noise. If allowed to progress over a long period of time without proper inspection and corrective actions, the lower control arms could break, increasing the risk of a crash.

Kia Will Conduct the Repair At No Cost For Parts Or Labor To You.

Kia has advised its authorized Kia dealers to inspect both front lower control arms for corrosion damage and replace, if necessary, or repair. Based on its review inspections to date, Kia believes that the need for replacement of such lower control arms will be limited, but that in any case the application of a further long term anti-corrosion coating for such vehicles will improve the safety and durability of your vehicle. In either case, 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 two hours.

What Should You Do?

- If your vehicle is experiencing front end directional control issues (wobbling), contact Kia Roadside Assistance directly at 800-333-4542(4Kia) to request a tow to the nearest Kia dealer for repair.
- If your vehicle is experiencing significant noise or vibration coming from the front end of your vehicle, immediately have a service technician inspect the front lower control arms of your vehicle to confirm that it is in a safe condition to drive to your Kia dealer.
- In the interest of the safety of your passengers and the occupants of other vehicles, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit 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*):



- Kia wants you to avoid such safety issues in the future, regardless of which vehicle is involved. For future reference, read the information and follow the instructions in the "Underbody Maintenance" section of your Sedona owner's manual regarding the ongoing maintenance and cleaning of the underbody of your vehicle to limit the effects of road salt. Please follow these instructions after you have had your recall repair completed.

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.**