

**2016 MY Sorento Rear Crossmember
Basis of Safety Defect Determination 573.6(c)(6)**

May 12, 2016	Customer's husband contacts Kia Motors America, Inc.'s (KMA) Consumer Affairs (CA) department and reports his wife heard an unusual noise and that he told her to pull over to the side of the road. Subject vehicle towed to dealership. Dealer diagnosed vehicle with broken assist arm bracket weld. CA escalated the case to KMA's head office for review and further handling.
May 16, 2016	Customer files vehicle owner questionnaire (VOQ) with NHTSA.
May 24, 2016	KMA requests dealer to ship subject crossmember assembly for evaluation.
June 1, 2016	NHTSA contacts KMA regarding VOQ.
June 2-3, 2016	KMA receives crossmember assembly from subject vehicle and sends it to Kia Motors Manufacturing Georgia (KMMG)/supplier for further investigation.
June 5-6, 2016	KMA reviews field data and finds no additional customer complaints. However, KMA identifies two (2) warranty claims with possible similar situations.
June 7, 2016	KMA conducts conference call with NHTSA and provides preliminary report. NHTSA agrees to give Kia until 6/20/16 to complete current investigation.
June 7-10, 2016	KMMG and supplier investigate issue. Supplier records show that its welding line stopped on two (2) occasions (5/28/15 & 1/13/16) leading to improper handling of and failure to scrap crossmember assemblies.
June 11, 2016	A stopper for the air pressure valve to prevent maintenance workers from improperly adjusting air pressure and a limit sensor to ensure proper seating of assist arm bracket to crossmember are installed at supplier's welding station.
June 14, 2016	KMA and KMMG visit supplier plant to review production process. KMA works with supplier and KMMG to determine potentially affected lots.
June 15, 2016	Supplier sends report regarding investigation to KMA and KMMG.
June 15-16, 2016	Kia Motors Corporation (KMC) evaluates issue and conducts testing to simulate problem condition. Vehicle driving tests on Belgian roads that provide accelerated wear to vehicle's suspension identifies breaking of welds after 5 miles (equivalent to approx.500 miles of real world driving).
June 20, 2016	KMA sends final report to NHTSA and has follow-up call to discuss investigation findings.
June 21, 2016	KMC makes decision to conduct safety recall as a preventative measure. Three warranty claims, one of which also has a consumer assistance complaint and VOQ. There are no accidents or injuries.