



**SC140 – 2016 MY SORENTO DRIVER SEATBACK FRAME WELD
SAFETY RECALL CAMPAIGN
Q & A**

November 29, 2016

Q1. What type of campaign is Kia conducting?

A1. *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 Sorento vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2016 MY Kia Sorento vehicles, manufactured from March 3, 2016 through March 21, 2016.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 1,408 vehicles.*

Q4. What is the concern with the driver seatback frame weld?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia has advised its authorized Kia dealers to inspect and, if necessary, replace the driver seatback frame with a new one. The work will be performed at Kia's expense at no cost to the customer.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Owners are to contact their Kia dealer to arrange for the repair to be performed.*

Q8. Have there been any deaths or injuries as a result of this condition?

A8. *No.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The inspection and, if necessary, the replacement of the driver seatback frame will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the driver seatback frame replaced?

A11. Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration at the following address:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q12. How long will the repair take?

A12. The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.

Q13. How will owners of the affected vehicles be notified?

*A13. Kia will be notifying owners of the affected vehicles by first-class mail on **December 9, 2016**.*

Q14. Are there any restrictions on an owner's eligibility?

A14. No.

Q15. If a customer has an immediate question, where can they get further information?

A15. The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).