



**SC142 –2016-2017 SORENTO and 2017 MY SPORTAGE TRAILER HITCH
NON-COMPLIANCE RECALL CAMPAIGN FOR FMVSS 108
Q&A**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary non-compliance recall campaign to replace the trailer hitch wiring harness on certain 2016-2017 MY Sorento and 2017 MY Sportage vehicles equipped with an accessory trailer hitch.*

Q2. What is the problem?

A2. *When the trailer's electrical system is connected to the trailer hitch wiring harness, 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.*

Also, 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.

Q3. What vehicles are affected by the recall?

A3. *The affected vehicles are 2016-2017 MY Sorento vehicles produced from October 27, 2014 through August 25, 2016, and the 2017 MY Sportage vehicles produced from December 10, 2015 through August 26, 2016, equipped with an accessory tow hitch either as a dealer installed option or as an over-the-counter purchase.*

Q4. How many customer vehicles are affected by this campaign?

A4. *Approximately 10,212 vehicles are affected by this campaign.*

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to have the trailer hitch wiring harness replaced with a new one.*

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 being asked to contact their Kia dealer immediately to arrange to have the trailer hitch wiring harness replaced with a new one at no cost to the customer.*

Q8. Should customers take any precautions?

A8. *Yes. Until the recall repair is completed, to prevent battery drain, disconnect the trailer harness from your vehicle when the vehicle is parked.*

Q9. Have there been any deaths or injuries as a result of this non-compliance?

A9. *No.*

Q10. Has Kia had any litigation regarding this non-compliance?

A10. *No.*

Q11. Will this cost vehicle owners any money?

A11 *No. The trailer hitch wiring harness will be replaced at no cost to the customer.*

Q12. What about customers who may have already paid to remedy this issue?

A12. *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 mail your documentation 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**

Q13. How long will the repair take?

A13. *The estimated time required to complete the repair is approximately one hour. However, the actual time can vary depending on the dealer's work schedule. To ensure the most efficient use of your time, scheduling an appointment is highly recommended.*

Q14. How will owners of the affected vehicles be notified?

A14. *Kia will be notifying owners of the affected vehicles by first-class mail on January 18, 2017.*

Q15. Are there any restrictions on an owner's eligibility?

A15. *No.*

Q16. Who is the supplier of the trailer hitch harnesses?

A16. *The affected trailer hitch wiring harnesses were supplied by Mobis Parts America and distributed/installed by Kia Motors America, Inc.*

Q17. If a customer has an immediate question, where can they get further information?

A17. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*