



October 30, 2017

**Attention: All Kia Parts & Service Managers**

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 engine sub-assembly on certain 2017 MY Kia Sorento vehicles equipped with a 3.3L Lambda engine and produced from March 27, 2017 through March 30, 2017. The engine's crankshaft may not have been properly heat treated during the manufacturing process. An improperly heat treated crankshaft will produce a cyclic knocking noise from the engine as well as result in the illumination of the vehicle's engine warning lamp. If the warnings are ignored and the vehicle is continued to be driven, the crankshaft may fail, and the vehicle may stall while in motion, increasing the risk of a crash. In addition, under certain conditions, a fire may occur. If engine replacement is not necessary, the lower oil pan will be replaced and additional sealant applied.

The Technical Service Bulletin (TSB) that provides Vehicle Repair Procedures, Affected VIN Production Range, and Warranty Claim Information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) on **October 30, 2017**.

- **NOTE:** Should a customer bring his/her vehicle to the dealer with a cyclic knocking noise from the engine, and/or the illumination of the engine warning lamp in the instrument panel, the dealer should inspect the crankshaft and, if necessary, replace the engine sub-assembly with a new one if the crankshaft's lot number is identified as one of the potentially affected parts. If engine replacement is not necessary, the lower oil pan will be replaced and additional sealant applied. ***If the inspection identifies that the engine sub-assembly must be replaced, the dealer should provide the customer with alternate transportation during the duration of the repairs. Dealers will be able to submit for reimbursement of alternate transportation expenses in the same manner as normal warranty claims in WebDCS.***

**PARTS INFORMATION – Reference TSB and Parts Bulletin for details.**

**SPECIAL SERVICE TOOL – An additional borescope will be required to complete the inspection. Borescopes will be shipped to affected dealers on an as-needed basis as appointments are scheduled due to limited supply. The Kia Consumer Affairs team will be separately contacting all affected customers to attempt to schedule service appointments and request shipment of the borescope to dealers.**

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owners who have already paid for repairs to their engine can submit a request for reimbursement online at [kia.com](http://kia.com) (Contact Kia).

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g. flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.**

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.



Your prompt attention in completing this recall is appreciated. If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest", is written over a horizontal line.

Neem Van der Reest  
Quality Analysis Manager  
Enclosures