



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

IMPORTANT SAFETY RECALL (Follow-Up Letter)

(NHTSA Recall Number: 17V224)
This notice applies to your vehicle: **(Insert VIN)**



July 12, 2017

Dear Kia Sorento Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is a follow up letter 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 2012-2014 MY Kia Sorento vehicles. The defect may cause your engine to stall at higher speeds thereby increasing the risk of a crash. Our records indicate that you own or lease one of the potentially affected vehicles. You were previously advised that Kia was working on a repair remedy for this defect.

What Is The Problem?

Metal debris may have been generated from factory machining operations of the engine crankshaft which may not have been completely removed from the crankshaft's oil passages during the cleaning process. It was also determined that the additional machining processes of the crankpins may have caused uneven surface roughness. These combined conditions can restrict oil flow to the bearings increasing the potential for premature bearing wear. A worn connecting rod bearing will produce a cyclic knocking noise from the engine and may also result in the illumination of the vehicle's engine warning  and/or oil pressure lamp  in the instrument panel.

Kia Will Inspect And, If Necessary, Replace the Engine Long Block At No Cost for Parts Or Labor To You.

Kia has advised its authorized dealers to inspect your vehicle for any indications of connecting rod bearing wear and if necessary, conduct repairs including replacing the engine long block with a new one. The work will be performed at Kia's expense at no cost to you. The actual time required to perform the inspection procedure will take approximately 1 hour, however your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize inconvenience. Additional time will be required if it is necessary to perform a repair procedure on your vehicle. Please contact your dealer for an exact estimate of how long they may need your vehicle.

What Should You Do

- In the interest of the safety of your passengers, 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*):



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. You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail your documentation with the completed Request for Reimbursement Form included with this 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**

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.**

REQUEST FOR REIMBURSEMENT FORM
**2012-2014 MY Sorento Engine Connecting Rod
Safety Recall Campaign**

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. **You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com.**

If you do not have access to a computer and prefer to submit your request by mail, please complete this Request for Reimbursement and mail it directly to Kia for review and consideration, along with backup documentation, at the following address:

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

Please allow at least sixty (60) days for review and response.

Customer Name: _____

Customer Address: _____

Customer City, State, Zip Code: _____

Daytime Phone: _____ Evening Phone: _____

Vehicle Identification Number: _____ (17 digits)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$_____

Attach the following:

- Repair Order showing:
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - **Description of the problem repaired (e.g., engine knocking noise, engine repair/replacement due to engine connecting rod failure) and the repairs made (e.g., replaced engine)**
 - Date of repair and mileage on the vehicle at the time of repair
 - Total cost of repair expense being claimed

- Evidence of Payment of Repair showing:**
 - Date of payment
 - Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this safety recall campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name: _____