



**SC153 – 2017 MY SORENTO 3.3L LAMBDA ENGINE CRANKSHAFT
SAFETY RECALL CAMPAIGN
Q & A**

October 30, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect and, if necessary, replace the engine sub-assembly in certain 2017 MY Kia Sorento vehicles equipped with a 3.3L Lambda engine. If engine replacement is not necessary, the lower oil pan will be replaced and additional sealant applied.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2017 MY Kia Sorento vehicles equipped with a 3.3L Lambda engine and produced from March 27, 2017 through March 30, 2017.*

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

A3. *Approximately 62 Kia Sorento vehicles.*

Q4. What is the condition?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers 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.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail on November 6, 2017. Kia's Consumer Affairs team is also directly contacting customers to attempt to schedule service appointments for completion of the inspection and any necessary repairs.*

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

A7. *Owners are to contact their Kia dealer to arrange for the inspection of the crankshaft, and if necessary, the replacement of the engine sub-assembly with a new one.*

Q8. How was the issue discovered?

A8. *Through the regular monitoring of field information.*

Q9. Have there been any deaths, injuries or accidents as a result of this condition?

A9. *Yes. There one (1) first degree burn injury was reported.*



Q10. Will this cost vehicle owners any money?

A10. *No. The inspection, and if necessary, the replacement of the engine sub-assembly or oil pan, will be at no cost to the customer.*

Q11. What about customers who may have already paid to have the engine sub-assembly replaced?

A11. *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 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 actual time required to perform the inspection procedure will take approximately 1 hour, however your vehicle may be needed longer depending upon the type of repairs necessary; 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.*

Q13. Are there any restrictions on an owner's eligibility?

A13. *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).*