



October 19, 2018

**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 replace the cowl cross bar assembly on some 2018 MY Kia Sorento vehicles produced from June 28, 2017 through July 20, 2017. The bracket that secures the Motor Driven Power Steering (MDPS) steering column assembly to the cowl cross bar was improperly welded due to misalignment of the bracket on the cowl cross bar. As a result, the bracket can detach allowing the steering column to separate from the cowl cross bar causing increased looseness of the steering wheel and possible loss of steering. Loss of steering can increase the risk of a crash.

The Technical Service Bulletin that provides vehicle inspection and 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) during the week of October 22, 2018.

**PARTS INFORMATION** – As only 97 VINs are impacted nationally, Kia Consumer Affairs will be coordinating all service appointments and parts orders. A valid SC167 VIN will be required for order entry.

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. A list of Kia Sorento vehicle owners affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC167** to generate the list.

Notices to the affected 2018 MY Sorento vehicle owners will be mailed beginning on **October 26, 2018**. Please start performing the repairs immediately on any affected vehicles currently in your inventory.

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 2018 MY Sorento 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,

Neem Van der Reest  
Manager, Technical Services & Engineering

Enclosures