



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

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 18V338)
This notice applies to your vehicle: **(Insert VIN)**

June 18, 2018

Dear Kia Sedona Owner:

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

This letter is 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 2015-2018 MY Sedona vehicles, equipped with Power Sliding Doors which contain an automatic stop and reversal feature that is designed to reverse the movement of the door back to open when an obstruction is sensed. The defect may cause the Power Sliding Doors not to automatically reverse the movement of the door back to open when an obstruction is sensed, increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

The Power Sliding Door Control Module (PSD Module) controls the sensor, which is located in the interior door well and detects unexpected changes in movement resistance values while the sliding door closes. The original programming of the PSD Module is set to a threshold level that may not detect certain obstruction types and locations/placements. As a result, the Power Sliding Door may not reverse course in the presence of certain obstructions. If the door closes on an occupant, there is an increased risk of injury.

Kia Will Reprogram the Power Sliding Door Module Software Logic At No Cost To You.

Kia has advised its authorized dealers to reprogram the PSD Module software logic. The work will be performed at Kia's expense at no cost to you. The estimated time which will be required to reprogram the PSD Module software logic on your vehicle is approximately one hour. Please contact your dealer for an exact estimate of how long they may need your vehicle and schedule a service appointment to minimize inconvenience (most Kia dealers have online appointment scheduling via their dealership websites to maximize your convenience).

What Should You Do?

- Review your vehicle Owner's Manual under Features of your vehicle, Power Sliding Door, Automatic Stop and Reversal: "If the resistance is weak such as an object that is thin or soft, or the door is near latched position, the automatic stop and reversal may not detect the resistance and closing operation will continue."

WARNING - Never leave children or animals unattended in your vehicle. Children or animals might operate the power sliding door that could result in injury to themselves or others or damage to the vehicle.

- 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 of www.kia.com or mail your receipts with a cover letter directly to Kia for review and consideration:

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

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

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.**