



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

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 18V656)
This notice applies to your vehicle: **(Insert VIN)**

October 26, 2018

Dear Kia Owner:

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

This letter is being 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 2018 MY Kia Sorento vehicles manufactured from June 28, 2017 through July 20, 2017. The defect may allow 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.

What Is The Problem?

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.

Kia Will Replace the Cowl Cross Bar Assembly At No Cost for Parts Or Labor to You.

Kia has advised its authorized dealers to replace the Cowl Cross Bar Assembly with a new one at no cost to you. The repair will take approximately five (5) hours. However, your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.

What Should You Do?

- If you experience a loud clunking noise from the steering column while turning the steering wheel or increased free play or looseness of the steering wheel, please safely park your vehicle and contact Kia Roadside Assistance at 1-800-300-4Kia (4542) for towing of the vehicle to your nearest authorized Kia dealer for inspection and completion of this recall.
- Otherwise, 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.**