



INTERIM NOTICE

April 5, 2019

Attention: All Kia Parts & Service Managers

This is an INTERIM notice as Kia is currently working on the remedy. The purpose of this communication is to inform you of Kia's recall implementation plan. We will send you another notice when a remedy becomes available.

Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2011-2012 MY Sportage vehicles equipped with 2.4-liter engines and produced from June 11, 2010 through February 13, 2012. The oil pan may have been improperly sealed during engine production. As a result, engine oil may leak from the oil pan. If the vehicle is continued to be driven with an unrepaired oil leak, damage to the engine can occur and the vehicle could stall while in motion. An engine stall can increase the risk of a crash. There is also the possibility that a fire could occur, increasing the risk of injury.

PARTS INFORMATION – A follow-up communication will be sent when the remedy becomes available.

NOTE:

- Should a customer bring his/her vehicle to the dealer with the check engine (malfunction indicator) light and/or the oil pressure warning light illuminated and the cause is determined to be oil leaking from the oil pan, the dealer should verify that the vehicle is included in this safety recall campaign and provide the customer with alternate transportation until the remedy is available and their vehicle can be repaired.
- ***Dealers will be able to submit for reimbursement of alternate transportation expenses in the same manner as normal warranty claims in WebDCS.***

Enclosed you will find a copy of the interim owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owners who have already paid for repairs to their engine can submit a request for reimbursement online at kia.com (Contact Kia).

Kia will mail interim notices to the affected vehicle owners beginning on **April 10, 2019, with a follow-up notice to be mailed once a remedy becomes available.**

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 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