



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

## IMPORTANT SAFETY RECALL (Follow-Up)

(NHTSA Recall Number: 19V101)

This notice applies to your vehicle: (Insert VIN)

### THE REMEDY IS NOW AVAILABLE

July 3, 2019

Dear Kia Sportage Owner:

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

This notice 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 certain 2011-2012 MY Kia Sportage vehicles. The defect may cause oil to leak from the oil pan. If a 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 a possibility that a fire could occur, increasing the risk of injury. You were previously advised that Kia was working on a repair remedy for this defect. **The remedy to repair your vehicle is now available.**

#### What Is The Problem?

The oil pan may have been improperly sealed during engine production. As a result, if the vehicle is continued to be driven with an oil leak, damage to the engine can occur and the vehicle could stall while in motion, increasing the risk of a crash. There is also the possibility that a fire can occur, increasing the risk of injury.

Please note that the following warnings may identify that the above condition is present. These include 1) oil on the ground after the vehicle is parked, 2) oil on underbody surfaces of the vehicle, 3) smell and/or smoke

associated with oil on hot surfaces, 4) the illumination of the Check Engine (Malfunction Indicator)



Light and/or the Engine Oil Pressure Warning  Light in the Instrument Panel; and 5) reduced power/hesitation.

**Kia Will Replace the Oil Pressure Switch, and, if an Oil Leak is Detected, Will Replace the Oil Pan at No Cost for Parts and Labor to You.**

Kia has advised its authorized dealers to replace the Oil Pressure Switch (OPS) with an improved one that will detect the early onset of oil leaking. In addition, dealers will inspect the oil pan for any oil leaks. If an oil leak is found, the oil pan will be replaced at no cost for parts or labor to you.

#### What Should You Do?

- 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. The estimated time required to inspect and perform necessary repairs will be approximately two (2) to three (3) hours. However, the vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.

To find your nearest dealer, visit [www.kia.com](http://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](http://www.kia.com) or mail your receipts with the attached Request for Reimbursement Form 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.**

**REQUEST FOR REIMBURSEMENT FORM**  
**SC174 - 2011-2012 MY SPORTAGE ENGINE OIL PAN LEAK**  
**Safety Recall Campaign**

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, along with this Request for Reimbursement form online to Kia via the Owners section (Contact Kia) of [www.kia.com](http://www.kia.com).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it directly to Kia for review and consideration, along with backup documentation, at the following address:

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

**Please allow at least sixty (60) days for review and response.**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Customer City, State, Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_ (17 digits) Mileage at

Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

Attach the following:

- o **Repair Order showing:**
  - o Name & address of person paying for the repair
  - o Vehicle Identification Number (VIN) of vehicle repaired
  - o **Description of the problem repaired:**
    - Date of repair and mileage on the vehicle at the time of repair
    - Total cost of repair expense being claimed
- o **Evidence of Payment of Repair showing:**
  - o Date of Payment
  - o Amount Paid **(e.g. copies of cancelled check or credit card receipt)**

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this safety recall campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name