

April 30, 2014

## ***Attention: All Kia Parts & Service Managers***

Kia Motors America, Inc. is conducting a Voluntary Service Campaign on certain 2005-2010 MY Sportage vehicles produced from June 24, 2004 through January 26, 2010, to add additional anti-corrosion materials to the vehicle underbody. The affected vehicles are mainly those currently registered in one of the 21 Salt-Belt States where heavy amounts of road are used. The 21 Salt-Belt States are: CT, DC, DE, IA, IL, IN, MA, MO, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV. In addition, those Sportage vehicles later registered in those states shall also be entitled to the additional protection.

The Technical Service Bulletin (TSB) that provides Vehicle 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) on April 30, 2014.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue. A list of retail Kia Sportage owners affected by this campaign, can be accessed on WEBDCS. Log onto the site, select the Consumer Affairs Tab, click on Not Completed Recall VINS in the left side menu, and select SC104 to generate the customer list.

**PARTS:** During the week of April 28th, all salt state dealers will receive an initial shipment of SC104 campaign chemicals. Initial order quantities will include sufficient cavity wax and undercoating to repair at least 2 affected vehicles retailed out of your dealership. Additional quantities will be available through the Kia Chemicals Program, as needed.

**TOOLS:** All Salt-Belt State dealers should have the tool (Wax Injection Gun) already in inventory. For dealers outside of the Salt-Belt States who may need to perform the campaign on a vehicle that was previously registered in a Salt-Belt State, tools are available through Snap-on by calling (888)542-1011.

**The owner notification will be sent on May 5, 2014. If you have a customer with a 2005-2010 MY Sportage vehicle not currently registered in one of the 21-Salt-Belt States, and therefore, not included in this campaign, that asks for this campaign to be completed because the vehicle was PREVIOUSLY registered in one of the 21-Salt-Belt States, please contact your DPSM for assistance.**

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2005-2010 MY Sportage vehicles.

**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 voluntary service campaign, and for no other purpose

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,



Neem Van der Reest  
Quality Analysis Manager

Enclosures