



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

VOLUNTARY SERVICE CAMPAIGN

June 10, 2014

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to reprogram the Engine Control Module in certain 2011-2013 model year Sorento vehicles.

Why is Kia conducting this service campaign?

- Kia has become aware that during a specific set of operating conditions, it is possible under rare circumstances when braking and bringing the vehicle to a stop, for the engine to also stop. Although the engine can be restarted immediately, Kia wants to eliminate that inconvenience to its customers.

What Will Kia Do?

- Kia dealers will perform an Engine Control Module logic upgrade on your vehicle to prevent this condition. The work will be performed at Kia's expense at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to repair your vehicle is approximately one hour, but it can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience.

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 enclosed prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

- Should you have any questions regarding this Voluntary Service Campaign or 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 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department