

**SC106 - 2011-2013 MY SORENTO
ECM LOGIC UPGRADE
VOLUNTARY SERVICE CAMPAIGN**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a voluntary service campaign on certain 2011-2013 MY Sorento vehicles with the 3.5 liter engine, to upgrade the Engine Control Module (“ECM”) logic.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2011-2013 MY Kia Sorento vehicles equipped with the 3.5 liter engine and an alternator supplied by Remy, manufactured from July 12, 2010 through January 31, 2013 are included in this service campaign. Vehicles produced during the same time period with an alternator supplied by Denso do not need the ECM logic upgrade.*

Q3. How many customer vehicles are affected by this campaign?

A3. *Approximately 96,695 Kia Sorento vehicles with the 3.5 liter engine are affected by this campaign.*

Q4. What is the issue with the Engine Control Module logic?

A4. *There is a possibility, 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.*

Q5. Can you describe the campaign and fix?

A5. *Owners of the affected vehicles listed above will be notified to bring their vehicle to a Kia dealership to upgrade the ECM logic on your vehicle. The work will be performed at no cost to you.*

Q6. I have a 2011-2013 MY Kia Sorento with the 3.5 liter engine produced during the date range listed above. Why isn't it included in this service campaign?

A6. *During production of the 2011-2013 MY Kia Sorento vehicles, the alternators were supplied by two different sources. The vehicles included in this service campaign have an alternator supplied by Remy. The alternator installed in your vehicle was supplied by Denso and does not need the ECM logic upgrade.*

Q7. How was the issue discovered?

A7. *Through the regular monitoring of field information.*

Q8. What should vehicle owners do when they receive the notification?

A8. *Owners should contact their Kia dealer to arrange to have the upgraded ECM logic programmed in your vehicle.*

Q9. Have there been any deaths or injuries as a result of this issue?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The upgraded ECM logic will be programmed at no cost to the customer.*

Q12. What about customers who may have already paid to have the situation corrected?

A11. *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please 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
1-800-333-4KIA (4542)**

Q12. How long will the repair take?

A12. *The estimated time required to complete is approximately one-half hour, however, the actual time can vary depending on the dealer's work schedule, therefore scheduling an appointment is recommended.*

Q13. How will owners of the affected vehicles be notified?

A13. *Kia will be notifying owners of the affected vehicles by first-class mail on June 3, 2014.*

Q14. Are there any restrictions on an owner's eligibility?

A14. *No.*

Q15. Where were the vehicles produced?

A15. *The affected vehicles were produced at Kia Motors Manufacturing Georgia.*

Q16. If a customer has an immediate question, where can they get further information?

A16. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 800-333-4KIA (4542), (Monday through Friday, 5AM to 6PM, Pacific Standard Time) or via the internet @ www.kia.com (Owner's Section).*