



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

## **VOLUNTARY SERVICE CAMPAIGN**

April 17, 2015

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to reprogram the logic for the Advanced Smart Cruise Control in certain 2016 MY Sorento SX Limited (SXL) vehicles equipped with a 3.3L V6 engine and Technology Package.

### **Why Is Kia Conducting This Service Campaign?**

- When the vehicle is driven on an incline of 6% or greater, 2016MY Sorento SXL vehicles equipped with a 3.3L V6 engine and Technology Package may experience difficulty in maintaining the speed set by the cruise control system. This may cause the vehicle speed to fall below the set speed without an ability to accelerate, until the driver cancels the cruise control. Kia therefore has decided to reprogram the Powertrain Control Module (PCM) logic.

### **What Will Kia Do?**

- Kia will advise its authorized dealers to reprogram the PCM's cruise control logic settings. This work will be performed at Kia's expense at no cost to you.

### **What Should You Do?**

- Until you have the repair conducted, if you experience difficulty in maintaining the speed set by the cruise control system, cancel the cruise control either by depressing the brake pedal or by depressing the cruise control CANCEL button on the steering wheel to return to normal driving mode.
- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to repair your vehicle can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.

### **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](http://www.kia.com).

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

Sincerely,

Consumer Affairs Department