



**SC118 – 2016 MY SORENTO PCM LOGIC REPROGRAMMING
VOLUNTARY SERVICE CAMPAIGN
Q&A**

Q1. What type of campaign is Kia conducting?

A1. *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.*

Q2. Why is Kia conducting this service campaign?

A2. *When the vehicle is driven on an incline of 6% or greater, 2016 MY 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.*

Q3. What vehicles are affected by this service campaign?

A3. *Some 2016 MY Sorento SXL vehicles equipped with a 3.3L V6 engine and Technology Package, produced from start of production through March 26, 2015.*

Q4. How many vehicles are included?

A4. *Approximately 877 2016 MY Sorento SXL vehicles equipped with the 3.3L V6 engine and Technology Package are included in this service campaign.*

Q5. Are Sorento SXL vehicles equipped with the 2.0L turbo 4-cylinder engine and Technology Package affected?

A5. *No. The Advanced Smart Cruise Control System in 2.0L turbo 4-cylinder Sorento SXL vehicles equipped with the Technology Package is not affected by this issue.*

Q6. How was this issue discovered?

A6. *This issue was discovered through the monitoring of field data and supported by Kia engineering evaluations.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Owners are asked to contact the nearest Kia dealer to schedule an appointment to have the PCM logic settings in their vehicle reprogrammed.*

Q8. What should vehicle owners do if their vehicle's engine experiences difficulty in maintaining the speed set by the Smart Cruise Control?

A8. *Until you have the repair conducted, if you experience difficulty in maintaining the speed set by the cruise control, 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.*

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

A9. *No.*

Q10. Has Kia had any litigation regarding this issue?

A10. *No.*

Q11. Will this cost Sorento owners any money?

A11. *No. The PCM logic update will be done at no cost to the customer.*

Q12. How long will it take to reprogram the PCM logic?

A12. *The estimated time required to reprogram the PCM logic is approximately one 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 begin notifying owners of the affected vehicles by first-class mail on April 17, 2015.*

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

A14. *Yes. The vehicle must be produced within the affected vehicle range to be eligible for this Service Campaign.*

Q15. If a customer has an immediate question, where can they get further information?

A15. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*