



**QUESTIONS AND ANSWERS FOR VOLUNTARY SERVICE CAMPAIGN – SC119**  
**2010 MY Forte, 2010 MY Soul, and 2011 MY Sorento**  
**Replacement of the Valve Stem Assembly**

**April 3, 2015**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the Tire Valve Stem Assemblies to prevent gradual loss of tire pressure in certain 2010 MY Forte, 2010 MY Soul, and 2011 MY Sorento vehicles originally retailed or currently registered in the twenty-one (21) salt belt states where heavy amounts of road salt are used. The 21 salt belt states are: **CT, DC, DE, IA, IL, IN, MA MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, and WV**. In addition to the salt belt states, the following states have substantially raised their use of road salt over the years and are also part of this Service Campaign: **KS, KY, NE, ND, SD, UT, and AK**.*

**Q2. Why is Kia conducting this service campaign?**

A2. *The Tire Valve Stem Assemblies on some of the 2010 MY Forte, 2010 MY Soul, and 2011 MY Sorento vehicles can crack if they become corroded. Such cracks can cause the air in the tires to leak out. However, the Tire Valve Stem Assembly is equipped with a Tire Pressure Monitoring System (TPMS) and a sufficient leak will result in the illumination of the TPMS warning light. In some instances, a cracked valve stem can break off when attempting to add air to the tires. Kia has therefore decided to replace the Tire Valve Stem Assemblies for the affected vehicles with an improved design.*

**Q3. What vehicles are affected by this service campaign?**

A3. *The 2010 MY Forte vehicles produced between 2/24/2009 through 3/25/2010, the 2010 Soul vehicles produced between 1/8/2009 through 3/17/2010, and the 2011 MY Sorento vehicles produced between 1/8/2009 through 4/6/2010, originally retailed or currently registered in the salt-belt states that are known to use substantial amounts of road salt.*

**Q4. How many vehicles are included?**

A4. *Approximately 72,752 vehicles are affected by this campaign.*

**Q5. How was this problem discovered?**

A5. *This issue was discovered through the monitoring of field data and supported by Kia engineering evaluations.*

**Q6. What should vehicle owners do when they receive the notification?**

A6. *Owners are asked to contact the nearest Kia dealer to schedule an appointment to have the redesigned Valve Stems Assembly installed in their vehicle.*

**Q7. Have there been any deaths or injuries as a result of this issue?**

A07. No.

**Q8. Have there been any accidents as a result of this issue?**

A08. No.

**Q09. Has Kia had any litigation regarding this issue?**

A09. No.

**Q10. Does this issue affect the operation of the TPMS warning system?**

A10. No. The TPMS warning system will continue to correctly inform the driver when the tire pressure has dropped below the specified warning level.

**Q11. What road conditions can cause the Tire Valve Stem Assembly to begin to corrode?**

A11. Corrosion to the Tire Valve Stem Assembly can occur to all of the affected model vehicles. However, Kia's evaluation indicates that high moisture and road salt levels further contribute to the corrosion.

**Q12. Will the customer need to pay for this repair?**

A12. No. The Valve Stem Assemblies in the tires will be replaced at no cost to the customer for parts or labor.

**Q13. How long will the repair take?**

A13. The estimated time required to complete is approximately one hour. However, the actual time can vary depending on the dealer's work schedule; therefore scheduling an appointment is recommended.

**Q14. If a customer's vehicle was previously registered in one of the Salt-Belt States but has since moved will Kia repair their vehicle?**

A14. These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.

**Q15. How will owners of the affected vehicles be notified?**

A15. Kia will be notifying owners of the affected vehicles by first-class mail on **April 10, 2015**.

**Q16. Are there any restrictions on an owner's eligibility?**

A16. Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the Salt-Belt States.

**Q17. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?**

*A17. No. Kia performs a Service Campaign only when no risk to highway safety has been identified and it is thus not a Safety Recall Campaign.*

**Q18. If a customer has an immediate question, where can they get further information?**

*A18. 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](http://www.kia.com).*