



August 18, 2016

**Attention: All Dealer Principals**

Kia Motors America, Inc. is conducting a Customer Satisfaction / Warranty Extension Program regarding the door latches in 2011 MY Sorento vehicles. Kia has determined that after extended usage over years, the door latches may not function properly when being activated with the outside handle and the door may not open (however, the door can be opened when any inside handle is activated.)

- **FRONT DOOR LATCHES.** If the driver and/or front passenger door latches are properly functioning, upgrade the driver and/or front passenger door latches by installing a spacer clip to the latches. If the driver and/or front passenger door latches are not properly functioning, replace the driver and/or front passenger door latches. This upgrade or replacement will be performed at no cost to the customer. If one of the front door latches has already been replaced, the other front door latch will be upgraded or replaced at no cost to the customer.
- **REAR DOOR LATCHES.** In addition, Kia is **extending the warranty on the rear door latches** from 5 years/60,000 miles to 10 years/unlimited mileage, starting from the date of first service. If, at any time within the extended warranty period, the customer experiences the condition described above, replace the rear door latches at no cost to the customer. The remainder of the basic warranty for components other than the rear door latches remains unchanged at 5 years/60,000 miles. All other warranty terms, limitations and conditions apply and remain unchanged.

The Technical Service Bulletin that provides vehicle repair procedures and the affected VIN production range will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com), and the Warranty Bulletin describing this warranty extension will be posted on [www.kdealer.com](http://www.kdealer.com) on **August 23, 2016**.

Your Service Manager was sent a copy of the owner notification letter and Q&A guide for program questions both of which describe the issue and information on how to access the list of retailed 2011 MY Kia Sorento vehicles.

**OWNER NOTIFICATION**

Kia will notify owners advising them of the Customer Satisfaction / Warranty extension program starting **August 23, 2016**. Note that 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, by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information.

Please contact your District Parts & Service Manager if you have any questions.

Regards,

Sincerely,

Neem Van der Reest  
Quality Analysis Manager  
Enclosures