



August 29, 2016

**Attention: All Dealer Parts and Service Managers**

**IMPORTANT: NEW VEHICLE LIMITED WARRANTY EXTENSION  
2012-2014 MY SORENTO 2.4L GDI ENGINE**

Effective immediately, Kia Motors America, Inc. has extended the warranty coverage of the Kia New Vehicle Limited Warranty for the short block assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) on **2012-2014 MY Sorento 2.4L GDI engine to 10 years starting from the date of first service or 120,000 miles**, whichever comes first, **regardless of whether the vehicle owner is an original or subsequent vehicle owner**. The purpose of this warranty extension is to address issues with connecting rod and bearing wear that can lead to engine failure.

If the connecting rod and bearing are worn, the engine will develop a knocking noise, which is readily detectable, as the noise increases in frequency as the engine RPM's increase. If the vehicle continues to be driven with a worn connecting rod and bearing, the bearing can fail and cause engine failure. While Kia's research with its suppliers has shown that the great majority of Sorento vehicles will never experience this condition, Kia wants all affected Sorento vehicle owners whose vehicles develop a knocking noise to contact their Kia dealers and have engines with a knocking noise repaired as soon as possible.

**However, this is not a service campaign that requires mandatory repair. If the engine does not exhibit the knocking noise concern, the short block should not be replaced under this extended warranty program.**

Short block assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) failures as a result of inadequate maintenance are not eligible for this program. Short block assembly replacements must be authorized via the Techline Warranty Authorization Program as described in Section 7.9 of the Kia Service Policy and Procedure Manual. **If an engine is replaced when the repair is not needed, the warranty claim may be charged back to the dealership. For any other engine issues, please consult with your District Parts and Service Manager.**

Kia will notify owners of the warranty extension starting on **August 29, 2016**.

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.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Neem Van der Reest  
Quality Analysis Manager