



December 5, 2016

## **Attention: All Kia Dealer Principals**

Kia Motors America, Inc. will be conducting a Voluntary Service Campaign, as a preventative measure, to apply additional anti-corrosion material to the underbody components of certain 2011-2014 MY Sorento, 2011-2014 MY Optima and Optima Hybrid, 2011-2014 MY Sportage, and 2010-2013 Forte and Forte Koup vehicles originally retailed or currently registered in one of the 28 states where heavy amounts of road salt are used.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) on **December 5, 2016**.

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for campaign questions both of which describe the issue and information on how to access the list of affected vehicles on WEBDCS.

### **What Should You Do**

Please make certain the appropriate personnel in your dealership are familiar with the details of this service campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

**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. Kia dealers may use such owner information for the sole purpose of conducting and performing this service campaign, and for no other purpose.

Your prompt attention in completing this repair is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Neem Van der Reest", with a stylized flourish at the end.

Neem Van der Reest  
Quality Analysis Manager

Enclosures