



**SC148 – 2011-2015 MY KIA SORENTO 2-WHEEL DRIVE VEHICLES  
REAR WHEEL SPEED SENSOR HOUSING COVER  
VOLUNTARY SERVICE CAMPAIGN  
Q&A**

**Q.1 What type of campaign is Kia conducting?**

A.1 *Kia Motors America, Inc. is conducting a Voluntary Service Campaign to inspect, clean and seal, or if necessary replace the rear wheel speed sensor housing covers on certain 2011-2015 MY Sorento vehicles with 2-wheel drive, originally purchased and/or currently registered in the coastal states of Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, South Carolina, and Texas.*

**Q.2 Why is Kia conducting this service campaign?**

A.2 *Kia has determined that if the rear wheel hub comes into contact with a significant amount of seawater, the water can enter the rear wheel speed sensor housing covers and may interrupt the rear wheel speed sensor signal and illuminate the Anti-Lock Braking system ("ABS") and/or the Electronic Stability Control ("ESC") warning lights in the instrument cluster.*

**Q.3 Can you describe the service campaign fix?**

A.3 *Kia has advised its authorized dealers to inspect, clean and seal, or if necessary replace the rear wheel speed sensor housing covers. This work will be performed at Kia's expense at no cost to you.*

**A.4 How was this issue discovered?**

A.4 *This issue was discovered through the monitoring of field data.*

**Q.5 What vehicles are affected by this service campaign?**

A.5 *2011-2015 MY Kia Sorento Vehicles with 2-Wheel Drive, manufactured from October 24, 2009 through April 30, 2014, that were originally purchased and/or currently registered in the coastal states of Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, South Carolina, and Texas.*

**Q.6 How many vehicles are included?**

A.6 *Approximately 165,219 vehicles are affected by this campaign.*

**Q.7 What should vehicle owners do when they receive the notification?**

A.7 *Owners are asked to contact the nearest Kia dealer to schedule an appointment to have the service campaign performed on their vehicles.*

**Q.8 Have there been any deaths or injuries as a result of this issue?**

A.8 *No.*

**Q.9 Have there been any accidents as a result of this issue?**

A.9 *No.*

**Q.10 Has Kia had any litigation regarding this issue?**

A.10 *No.*

**Q.11 Will the customer need to pay for the repair?**

A.11 *No. The repair will be performed at no cost to the customer.*

**Q.12 How long will the repair take?**

A.12 *The time required to complete can vary depending on the dealer's work schedule; therefore scheduling an appointment is recommended.*

**Q.13 How will owners of the affected vehicles be notified?**

A.13 *Kia will be notifying owners of the affected vehicles by first-class mail beginning **on May 12, 2017.***

**Q.14 Are there any restrictions on an owner's eligibility?**

A.14 *No.*

**Q.15 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?**

A.15 *No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.*

**Q.16 If a customer has an immediate question, where can they get further information?**

A.16 *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 Time), or contact us via the Owner's Section of [www.kia.com](http://www.kia.com).*