



Kia Motors America, Inc.
Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

VOLUNTARY SERVICE CAMPAIGN

May 5, 2017

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the halogen headlamp low beam connector wiring harnesses on certain 2011-2012 MY Sorento vehicles.

Why is Kia Conducting This Service Campaign?

- In a limited production of 2011-2012 MY Sorento vehicles, Kia has determined that a small number of headlamp connectors may lose electrical contact with a low beam bulb in one of the headlamp assemblies. This condition on the affected headlamp does not affect the other low beam. Also, the high beams continue to function at all times.

What Will Kia Do?

- Kia has advised its authorized dealers to replace the halogen headlamp low beam connector wiring harnesses on the affected vehicles. This work will be performed at Kia's expense at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to repair your vehicle can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- If one of your low beams flickers or otherwise does not operate correctly before you can have this service campaign conducted, turn on your high beams.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.



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What If You Have Other Questions?

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, and videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.

Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**