

	<b>Customer Satisfaction Bulletin 2016-06</b>	<b>Issued Date</b> August 29, 2016 <b>(Revised 12/14/2016)</b>
	<b>Subject</b> <b>Engine Short Block Warranty Extension (WTY008): 2012-2014 MY Sorento (XM) 2.4L GDI Engine</b>	

Kia Motors America, Inc. is extending the warranty coverage of the New Vehicle Limited Warranty for the Engine Short Block Assembly (engine block, crankshaft and bearings, connecting rods and bearings and pistons) on all 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 RPMs increase. If the vehicle continues to be driven with a worn connecting rod and bearing, the bearing can fail and cause engine failure.

**This warranty extension is NOT a service campaign that requires mandatory repair for all eligible vehicles.** If the engine does not exhibit the knocking noise concern, the short block should NOT be replaced under this extended warranty program.

The absence of proof of oil and oil filter changes or other ordinary maintenance does NOT provide a basis for denying a warranty claim under the standard or extended warranty for this concern. Warranty coverage denial under this program shall occur in a limited number of cases in which there is substantial proof of an extreme lack of maintenance or other damage which may independently cause a connecting rod failure.

**NOTE: A Techline Warranty Assistance case must be created before any engine repair is initiated per Section 7.9. DPSPM Prior Warranty Authorization (PWA) does NOT supersede or bypass Techline Warranty Authorization for replacement of engine short block assemblies. Engine claims WITHOUT Techline Warranty Authorization prior to repairs as outlined in Section 7.9 will be denied. DSA level "A" dealers are not required to create Techline Warranty Authorization cases.**

All standard warranty policies and claims processing procedures are in effect and **all claims must be coded according to the table below.** If it becomes necessary to replace a long block assembly use the labor operation for that repair but regardless of the repair completed always use the Causal P/N and N&C code listed below.

Claim Type	Causal P/N	Qty	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	21020 2G010	0	Q72	ZZ7	Short Block Assembly Replacement	21101R1A	11.1 M/H	Use Short Block PN	0
					Long Block Assembly Replacement	21102R1A	7.3 M/H	Use Long Block PN	0

Vehicles eligible for this warranty extension are identified in the “Remark” section of the Warranty Coverage Validation screen in Web DCS as shown below:



**Always run a warranty validation to determine if the warranty has been extended for a vehicle PRIOR to repairs (Web DCS>Service> Warranty Coverage> Warranty Coverage Inquiry).**