



October 3, 2022

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2015 MY Kia Cadenza vehicles manufactured from April 11, 2014 through March 3, 2015 that were originally sold in or are currently registered in one of the 28 states with high road salt usage.

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Front coil spring corrosion can occur on vehicles that are not well maintained in the states with high road salt usage. If a corroded front coil spring is not replaced during scheduled maintenance service visits, the spring may break. If this occurs, customers may experience vibration, clicking/grinding noise, as well as decreased ride height of the front of vehicle. A broken front coil spring may have some impact on the vehicle's ride and handling quality, but it does not result in a loss of control.

Dealers will replace the front coil springs with new ones.

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).

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners on **October 6, 2022**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this Voluntary Service Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. This Voluntary Service Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**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 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 voluntary service campaign, and for no other purpose.

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

Sincerely,

Kia Service Department  
Enclosures