



January 29, 2025

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to replace the multi-function switch knob with improved parts on certain 2016-2018 MY Sorento vehicles, manufactured from October 27, 2014 through March 7, 2018.

The contact points in the multi-function switch in the subject vehicles may become worn over time, which may result in intermittent headlamp flickering.

Dealers will replace the multi-function switch knob with improved parts. This campaign will be performed free of charge at no cost to the customer. (Please note the normal wear of bulbs is not covered under this Voluntary Service Campaign.)

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of January 29, 2025.

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 beginning on **January 31, 2025**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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