



December 5, 2016

Attention: All Kia Service Managers

Kia Motors America, Inc. is conducting a Voluntary Service Campaign, as a preventative measure, to apply additional anti-corrosion material to the underbody components of certain 2011-2014 MY Sorento, 2011-2014 MY Optima and Optima Hybrid, 2011-2014 MY Sportage, and 2010-2013 MY Forte and Forte Koup vehicles originally sold or currently registered in one of the 28 states where heavy amounts of road salt are used.

The 28 states where heavy amounts of road salt are used 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.

The Technical Service Bulletin (TSB) 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 on **December 5, 21016**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of Kia Sorento vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC141** to generate the list.

PARTS: During the week of December 5th, Kia dealers in salt belt states will receive an automatic shipment of campaign chemicals based upon the VIN campaign list. Initial order quantities will include chemicals required to repair 5% of affected vehicles retailed by your dealership less your dealership's on-hand inventory, up to a maximum of 10 cases per product.

The owner notification mailings will be divided into 9 flights, beginning on December 8, 2016. If you have a customer with a vehicle that falls within the applicable model and model year range listed above, but is not currently registered in one of the salt belt states, and therefore, not included in this campaign, that asks for this campaign to be completed because the vehicle was PREVIOUSLY registered in one of the salt belt states, please contact your DPSM for assistance.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles.

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 Motors 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.

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Neem Van der Reest
Quality Analysis Manager
Enclosures