



Kia Motors America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## Voluntary Emissions Service Campaign

October 4, 2019

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign to inspect and, if necessary, replace the Engine Oil Filler Cap on certain 2019 MY Kia Sorento vehicles.

### **Why is Kia conducting this emissions service campaign?**

- Kia has become aware that the Engine Oil Filler Cap in your vehicle may contain a misprint of the SAE Engine Oil Viscosity Number.

### **What Will Kia Do?**

- Kia has instructed its Authorized Kia Dealers to inspect and, if necessary, replace the engine oil filler cap with a new one containing the correct SAE Engine Oil Viscosity Number.

### **What Should You Do?**

- Please contact an authorized Kia dealership to schedule a service appointment. The actual time to inspect and, if necessary, replace the engine oil filler cap may be less than 30 minutes. However, the time required to service your vehicle can vary, depending on the dealer's work schedule. Therefore we recommend scheduling a service appointment to minimize your inconvenience. Please bring this notice with you to the service appointment.
- Having this service performed will help ensure your vehicle's emissions warranty coverage.
- Using oils of any viscosity other than those recommended in your vehicle owner's manual could result in engine damage. It could also be considered a lack of proper maintenance.

### **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 attached prepaid "Change of Address/Ownership" card and mail it to us.

### **Are You a California Registered Owner?**

- The California Air Resources Board requires that emissions related campaigns such

as this, be completed prior to annual vehicle registration renewal. Without this repair, you may not be able to complete your vehicle registration and obtain a license tag.

- Once this repair has been completed, your Kia dealer will provide a "Proof of Correction Certificate". The California Department of Motor Vehicles (DMV) may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

**Are You a Registered Owner in Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?**

- Because your state has adopted the California emissions regulations, your Kia dealer will also provide a "Proof of Correction Certificate" once this repair has been completed. Your state's Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission or Department of Licensing may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

**Are You a Vehicle Lessor?**

- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter via first-class mail to the lessee within ten (10) days of receipt.

**Do you have other questions?**

- Should you have any questions regarding this Campaign or if 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 contact us through the owner's section of [www.kia.com](http://www.kia.com).

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

Sincerely,

Consumer Affairs Department