



**2016 MY SEDONA & 2016 MY SORENTO VEHICLES - ATM SHIFT LEVER ASSEMBLY
SAFETY RECALL CAMPAIGN (SC246)**

Q & A

October 3, 2022

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to address a condition involving the Automatic Transmission (ATM) Shift Lever

Q2. What vehicles are affected by the recall?

A2. Certain 2016 MY Sedona vehicles manufactured from April 27, 2015 to June 27, 2015, and Certain 2016 MY Sorento vehicles manufactured from April 27, 2015 to July 9, 2015.

Q3. How many customer vehicles are affected by this recall?

A3. Approximately 28,065 vehicles (Sedona: 7,263, Sorento: 20,802)

Q4. What is the concern with the ATM Shift Lever?

A4. The automatic transmission shift lever assembly contains a shift lock lever and holder. Some shift lock holder components may have been produced out of specification by the supplier. As a result, the shift lock lever may not return to the locked position and the shift lever can be moved out of the "Park" position and into any gear position without pressing the brake pedal, regardless of whether the ignition is on or off. If the transmission gear shifter is moved out of the "Park" position without pressing the brake pedal and the parking brake is not used, a vehicle rollaway can occur thereby increasing the risk of crash and injury.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will inspect the automatic transmission shift lever assembly and, if necessary, will replace the shift lock lever and holder

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **October 7, 2022**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle. Owners are also advised to always fully engage the parking brake when the vehicle is parked, as recommended in the Owner's Manual.

Q8. Where were these vehicles produced?

A8. The affected Sorento vehicles were produced at a Kia assembly plant in the U.S., and the affected Sedona vehicles were produced at a Kia assembly plant in Korea.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).