

**EA04-004**

**HYUNDAI**

**JUNE 23, 2004**

**ATTACHMENT 6 (2 OF 4)**

**PART 3 OF 6**

**1 9 9 9**

**WARRANTY AND  
CONSUMER  
INFORMATION  
M A N U A L**

**KIA**

Please keep this manual with your Kia Vehicle. This manual should be presented to a Kia Dealer if warranty service is needed. This manual should remain with your Kia Vehicle if you sell it so future owners will have this information.

As used in this manual (unless otherwise specifically stated):

"Kia" means Kia Motors America, Inc., 2 Crosswell P.O. Box 32410, Irvine, CA 92619-2410, U.S.A., the distributor of Kia Vehicles in the United States.

"Kia Vehicle" means a 1999 model year Kia Motor Vehicle manufactured by Kia Motors Corporation, 15-21 Yousui DoDong, Youngdeungpo-Ku, Seoul, Korea.

**"Authorized Kia Dealer"** means a person in the United States of America authorized by Kia Motors America, Inc. to service Kia Vehicles or perform repairs under the warranties in this manual.

**"Kia Accessory" means a genuine Kia Accessory or genuine Kia optional equipment supplied by Kia Motors America, Inc.**

**Address:**

City

Search

Zig Code

Salesperson's Name:

**Donor's Name**

**Address**

Q17

## Summary

**Zip Code**

Telephone Number \_\_\_\_\_

[illegible]

Vehicle Identification Number

The speedometer in this vehicle was replaced on \_\_\_\_\_ with \_\_\_\_\_ miles.

**Dealer Name**

**Dealer Signature**

To determine true vehicle mileage, the mileage noted here should be added to the current mileage shown on the speedometer installed.

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KIA

## Welcome from Kia

The latest engineering techniques have been incorporated into the design and production of all Kia Vehicles in order to please each driver. From the moment you get behind the wheel of your new Kia Vehicle, You'll notice how satisfying it feels. A feeling you'll appreciate for as long as you own your Kia Vehicle. You'll also be pleased to know how strongly we stand behind every Kia Vehicle. The New Vehicle 36 month/36,000 Mile Limited Warranty described in this manual is one of the finest available.

Together with your Owner's Manual, this warranty and consumer manual details the warranties and maintenance intervals we recommend you follow to maximize the performance of your Kia Vehicle.

In addition, your Authorized Kia Dealer will take care of all your service needs using Genuine Kia Parts.

They'll do all they can to ensure that your vehicle continues to exceed all of your expectations.

At Kia, it's not enough to sell vehicles that look pleasing in the showroom. We're committed to making sure you enjoy your Kia for years to come.

## Warranty Coverage at a Glance

This chart illustrates warranty coverage and term by months and miles. Please refer to the appropriate sections in this book for detailed information regarding each of these warranties.

			WARRANTY TERM (months or miles, whichever comes first)										
			MILES IN SERVICE										
	Page	Months in Service	10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	
Service Adjustment	8	12	Unlimited										
Basic	4	36	36,000										
Power Train	4	60	50,000										
Original Equipment Battery	8	36	100% for 12 months, prorated through 36th month										
Safety Restraint	11	36	36,000										
Anti-Perforation	13	60	180,000										
Emissions Defect	16	24	24,000										
• Any Related Parts		36	50,000										
• Specific Parts		36	50,000										
Emission Performance	17	24	24,000										
• Any Related Parts		36	50,000										
• Specific Parts		36	50,000										
Emissions Defect	24	36	50,000										
• Any Related Parts		64	70,000										
• Specific Parts		64	70,000										
Emission Performance	24	36	50,000										
Replacement Parts & Accessories	22	12	Unlimited (from purchase date)										

NOTE: Tires are warranted by the tire manufacturers.

\* Except those specified parts covered by the Federal Emission Performance Warranty.

## What Is Covered

Kia Motors America, Inc. warrants that your new Kia Vehicle is free from defects in material or workmanship, subject to the following terms and conditions. An Authorized Kia Dealer will make necessary repairs, using new or remanufactured parts, to correct any problem covered by this limited warranty without charge to you.

### The Warranty Period

The New Vehicle Limited Warranty is divided into three periods. Each period begins on the date the vehicle is sold to the first retail purchaser or put into service, whichever occurs first. Any remaining portion of the warranty is fully transferable to subsequent owners.

### Warranty Coverage

- **Basic Warranty Coverage**

Except as limited or excluded below, all components of your new Kia Vehicle are covered for 36 months or 36,000 miles, whichever comes first, from the earlier date of either retail delivery or first use of the Kia Vehicle.

- **Power Train Coverage**

The following specified components are covered for 60 months or 60,000 miles whichever comes first, from the earlier date of either retail delivery or first use of the Kia Vehicle. It does not cover wear and maintenance items, tires and conditions excluded under "Exceptions" and "What Is Not Warranted."

- **Engine:** Cylinder block, cylinder head, all internal parts, timing gear, seals and gaskets, timing belt and cover, intake and exhaust manifolds, down pipe to catalyst, valve cover, flywheel, oil pan, oil pump, water pump and engine mounts.
- **Transaxle:** Transmission case, driveshafts, universal joints, torque converter, internal parts, seals and gaskets, and transmission mounts.
- **Standard Shift Clutch:** Clutch cover, clutch release bearing, clutch release lever and fork.
- **Axles:** Axle shafts and C-V joints (couplings), bearing supports and seals, hub and wheel bearings.

- **Transmissions:** Transmission case, transfer case, torque converter, internal parts, seals and gaskets and transmission mounts.
- **Differentials:** Front and rear differential assemblies, cases, all internal part, seals and gaskets.
- **Propeller Shafts:** Drive shafts, universal joints.

- **Adjustment Coverage**

Service adjustments are covered for the first 12 months of the warranty period regardless of mileage. Service adjustments mean minor repairs not usually associated with the replacement of parts, such as wheel balance and alignment, free play or tension adjustment of cables, belts, levers and pedals, engine adjustments (idle speed, etc.), body parts, fittings, etc.

**Exceptions**

The items specified below are covered for periods different from the basic coverage.

- **Air Conditioner Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 12 months of the warranty period regardless of mileage. Over the balance of the warranty period, refrigerant charge is covered only when replenished as part of a warranty repair.

- **Battery**

The original equipment battery is fully covered for the first 12 months of the warranty period regardless of mileage. After 12 months but within 24 months, 50% of the replacement battery's suggested retail price will be your responsibility. After 24 months but within 36 months, 75% of the replacement battery's suggested retail price will be your responsibility. Labor charge for replacement of the original equipment battery during the warranty period is covered by Kia.



KIA

New Vehicle Limited Warranty

- **Towing**

If your vehicle is not drivable because of a problem covered by this warranty, call 1-800-333-4Kia for towing assistance. Towing service arranged or authorized by Kia will be covered to the nearest Authorized Kia Dealer or authorized service location.

**Limited Liability**

The liability of Kia under this warranty is limited solely to the repair or replacement of parts defective in Kia-supplied material or workmanship by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

## What Is Not Covered

### Damage Due to Factors Beyond the Manufacturer's Control

Examples of these factors include, but are not limited to:

- Misuse of the Kia Vehicle such as driving over curbs, overloading, racing, etc. (Proper usage is described in your Owner's Manual).
- Accidents such as collision, fire, theft, riot, etc.
- Alteration, modification, tampering, etc.
- Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap, etc.), salt, road hazards, hail, wind storm, lightning, floods and other acts of God.
- Cosmetic conditions or surface corrosion from stone chips or scratches in the paint.

### Damage due to Lack of Maintenance or the Use of Wrong Fuel, Oil or Lubricants

- Lack of proper maintenance as described in your Owner's Manual.
- Improper maintenance or the use of other than the specified fuel, oil or lubricants recommended in your Owner's Manual.

### Normal Deterioration

- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- Surface corrosion on any part other than the body sheet metal panels forming the exterior appearance of a Kia Vehicle.

KIA

New Vehicle Limited Warranty

**Normal Maintenance**

- Normal maintenance services such as cleaning and polishing, lubrication, and replenishment or replacement of oil, fluids, coolant, wiper blades, filters, brake and clutch linings, spark plugs, etc., as a result of normal wear and tear.
- Maintenance services described as "Scheduled Maintenance Services", "Owner Maintenance Services" or "Appearance Care" in your Owner's Manual.

**Altered Mileage**

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the actual mileage cannot be readily determined.

(When replacing the speedometer, the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer.)

**Extra Expenses and Damages**

- Any economic loss or other incidental, special, consequential, or exemplary damages. This includes, without limitation, payment for loss of use of the Kia Vehicle, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.

**Tires**

- Tires are warranted by the tire manufacturers. Refer to the tire warranty pamphlets provided with your Kia Vehicle.

**Production Changes**

- Kia and its Authorized Kia Dealers reserve the right to make changes in vehicles built and/or sold by Kia and its Authorized Kia Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold.

## Your Responsibilities

### Maintenance

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in your Owner's Manual. If your vehicle is used under severe driving conditions, you should follow the maintenance requirements described in your Owner's Manual for severe driving conditions.

### Maintenance Records

You should retain maintenance records since it may be necessary, in some instances, for you to show that the required maintenance has been performed.

The "Scheduled Maintenance Record" on page 35 should be filled in when scheduled maintenance is performed. Keep all receipts and make them available in case questions arise about maintenance.

### To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in the United States during its normal service hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that you return to the dealership where you purchased your Kia Vehicle because of their continued personal interest in you. If you have any questions or need assistance regarding this warranty, refer to "When You Need to Talk to Kia" starting on page 40.

### Other Terms

This warranty is applicable to Kia Vehicles registered and normally operated in the United States. During the warranty period, this warranty is transferable to subsequent owners.

KIA

WARRANTY LIMITED WARRANTY

**KIA**

**New Vehicle Limited Warranty**

THE DURATION OF ALL IMPLIED WARRANTIES, IF ANY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE LIMITED RESPECTIVELY TO THE DURATION OF THIS EXPRESSED WARRANTY.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESSED WARRANTIES (EXCEPT THOSE SET FORTH SEPARATELY IN THIS MANUAL) ON THE PART OF KIA MOTORS AMERICA, INC. OR THE AUTHORIZED KIA DEALER SELLING THE KIA VEHICLE. NO DEALER, OR ANY AGENT OR EMPLOYEE THEREOF, OR ANY OTHER PERSON, IS AUTHORIZED TO EXTEND OR ENLARGE THIS WARRANTY. KIA MOTORS AMERICA, INC. SHALL NOT BE LIABLE FOR ANY ECONOMIC LOSS, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, OR ANY SERVICE NOT EXPRESSLY PROVIDED FOR HEREIN.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To help decrease the possibility or severity of injury during accidents or sudden stops, Kia recommends that the driver and all vehicle occupants be properly restrained at all times by using the safety belts provided. (Proper use is outlined in your Owner's Manual and on the driver's side sunvisor.) Kia Motors America, Inc. warrants that the safety restraint system of your new Kia Vehicle is free from defects in Kia-supplied material or workmanship which result in improper function, subject to the following terms and conditions.

An Authorized Kia Dealer will make necessary repairs, using new or remanufactured parts, to correct any problem covered by this warranty without charge to you.

#### 1. Warranty Period

The warranty period is for the first 36 months or 36,000 miles, whichever comes first, from the earlier date of either retail delivery or first use of the Kia Vehicle.

During the warranty period, this warranty is transferable to subsequent owners.

#### 2. What Is Covered

- Safety Belts and Related Components

KIA

Safety Restraint System  
Limited Warranty

### 3. What Is Not Covered

- Repair or replacement required due to misuse, negligence, improper repairs or adjustments, alteration, accident or collision damage.
- Replacement of proper functioning part for comfort or appearance.
- Any economic loss, or other incidental, special, consequential or exemplary damages such as loss of use of your Kia Vehicle, inconvenience or commercial loss.

### 4. To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to any Authorized Kia Dealer in the United States during its normal service hours, immediately if a problem exists.

If you have any questions or need assistance regarding this warranty, refer to the "When You Need to Talk to Kia" starting on Page 40.

### 5. Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of Kia-supplied parts defective in Kia-supplied material or workmanship by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

### 6. Other Terms

The "Other Terms" stated on page 9 in the New Vehicle Limited Warranty also apply to this warranty.

Kia Motors America, Inc. warrants that the body sheet metal panels of your new Kia Vehicle are free from defects in materials or workmanship which result in perforation (hole through the body panel) due to corrosion, subject to the following terms and conditions.

An Authorized Kia Dealer will either repair or replace any body sheet metal panel perforated due to corrosion resulting from defects in material or workmanship under normal use without charge to you.

#### 1. Warranty Period

The warranty period is for the first 60 months or 100,000 miles from the earlier date of either retail delivery or first use of the Kia Vehicle. During the warranty period, this warranty is transferable to subsequent owners.

#### 2. What Is Not Covered

- Any perforation due to corrosion of the Kia Vehicle which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or damaging or corrosive cargo in the Kia Vehicle.
- Any surface corrosion of the Kia Vehicle which does not result in perforation, such as that typically caused by sand, salt, hail or stones.
- Any perforation due to corrosion of the Kia Vehicle which does not result from a defect in materials or workmanship, but from failure to maintain the Kia Vehicle in accordance with the procedures specified in paragraph 3. "Your Responsibilities" (page 14) of this warranty manual and the Owner's Manual provided with your Kia Vehicle.
- Any perforation due to corrosion of a part of the Kia Vehicle which is not a body sheet metal panel. As used herein, "body sheet metal panel" specifically excludes all parts which are components of the exhaust system of the Kia Vehicle.
- Defects or failure resulting from the use of new parts not sold or approved by Kia, or used parts, or the resultant damage to associated parts or systems.



### 3. Your Responsibilities

Inspect the body sheet metal panels of your Kia Vehicle frequently and if you detect any stone chips or scratches in the paint or protective coating, touch them up immediately.

In addition, under certain conditions, special care should be taken to protect your Kia Vehicle from corrosion.

- If you drive on salted roads, or if you drive near the ocean, flush the underbody as needed, and at least once a month, with clean water.
- It is important to keep the drain holes in the lower edges of the body clear.
- If your Kia Vehicle is damaged due to an accident or any event which may cause damage to the paint, have your Kia Vehicle repaired as soon as possible.
- If you carry special cargo, such as chemicals, fertilizers, deicing salt, or other corrosive substances, be sure that such materials are well packaged and sealed.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

### 4. To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to any Authorized Kia Dealer in the United States during its normal service hours.

If you have any questions or need assistance regarding this warranty, refer to the "When You Need to Talk to Kia" starting on Page 40.

### 5. Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of Kia-supplied parts defective in material or workmanship by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia vehicle during warranty repairs.

### 6. Other Terms

The "Other Terms" stated on page 9 in the New Vehicle Limited Warranty section of this manual also apply to this warranty.

## Emission Warranty Definitions

- (a) "EPA" means the U.S. Environmental Protection Agency.
- (b) "Owner" means the original and each subsequent owner of a Kia Vehicle.
- (c) "Kia Part" means a part sold by an Authorized Kia Dealer, whether new or remanufactured, and supplied by Kia.
- (d) "Emission Warranty Part" means a catalytic converter, thermal reactor, or other component installed on or in a Kia Vehicle by or at the direction of Kia for the sole or primary purpose of reducing the Kia Vehicle's emissions (not including those vehicle components which were in general use prior to model year 1968 and the primary function of which is not related to emission control). A list of typical Emission Warranty Parts is set forth at the end of this warranty.
- (e) "Certified Part" means a replacement part for a Kia Vehicle certified in accordance with after market part certification regulations issued by the EPA.
- (f) "Written Maintenance Instructions" means those maintenance and operation instructions, together with the time and/or mileage interval at which such maintenances are to be performed, specified in the Owner's Manual for the Kia Vehicle or this Warranty and Consumer Information Manual as being necessary to assure compliance of the Kia Vehicle with applicable emission standards during the term of this warranty, as specified by law.

## Emission Defect Warranty

Kia Motors America, Inc. warrants to the ultimate purchaser, and each subsequent purchaser, that your Kia Vehicle is (1) designed, built, and equipped so as to conform at the time of sale with the applicable regulations of the United States Environmental Protection Agency (the "EPA"), and (2) free from defects in materials and workmanship which would cause it to fail to conform with the applicable regulations for a period of vehicle operation that does not exceed 24 months or 24,000 miles, whichever occurs first, if the failed Emission Warranty Part is listed in the 24 Month/24,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty or for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever occurs first, if the failed Emission Warranty Part is listed in the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty. The applicable warranty period shall begin on either the date the Kia Vehicle is sold to the first retail owner, or on the date the Kia Vehicle is first placed in service (for example if used as a demonstrator, lease, or company car), whichever is earlier. If there should be such defects within this period, Kia will, at its option, repair or replace them with new or remanufactured parts, free of charge at an Authorized Kia

Dealer in the United States and the liability of Kia under this warranty is solely limited to such repair or replacement.

This warranty does not apply to or include repair or replacement required, not as a result of defects in materials or workmanship of Kia but, as a result of such factors as (i) accidents, (ii) misuse, (iii) lack of proper maintenance, (iv) repairs improperly performed or replacements improperly installed by any person other than a Kia Dealer, (v) a replacement part or accessory not conforming to the Kia specifications, or (vi) any of the items listed under "What is Not Covered" in the New Vehicle Limited Warranty on pages 7-8 and "Other Items Not Covered by this Warranty" on page 20 of this manual.

This warranty is given in lieu of all other express or implied warranties on the part of Kia Motors America, Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty.

The "Other Terms" stated on page 9 of the New Vehicle Limited Warranty section of this manual also apply to this warranty.

## Emission Performance Warranty

### Important Notice:

This warranty has been prepared in accordance with certain regulations promulgated by the EPA which provide that a remedy will be available under this warranty only when a vehicle fails an EPA approved emission short test, generally under circumstances which subject the Owner to a penalty under local, state or federal law because of such failure. As of the date of the printing of this warranty, many states did not have vehicle inspection programs for testing vehicles for conformity with such short test and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, it is possible in many states or local areas no remedy will be available under this warranty as a matter of law.

### 1. Warranty

Pursuant to Section 207 (b) of the Clean Air Act, Kia warrants to each Owner that if:

- (a) The Kia Vehicle is maintained and operated in accordance with the Written Maintenance Instructions; and
- (b) The Kia Vehicle fails to conform at any time during the term of this warranty to the applicable

emission standards of the EPA, as judged by an emission test approved by the EPA; and

- (c) Such nonconformity results or will result in the Owner having to bear any penalty or other sanction (including the denial of the right to use the Kia Vehicle) under local, state or Federal law, Kia shall remedy the nonconformity at no cost to Owner except that if the Kia Vehicle has been in operation for more than 24,000 miles or 24 months since the date of retail delivery or first use of the Kia Vehicle, Kia shall be required to remedy the nonconformity only if it results from the failure of an Emission Warranty Part listed on the 96 Month/80,000 Mile Emission Warranty Parts List.

### 2. Term of Warranty

This warranty shall commence on either the date the Kia Vehicle is sold to the first retail delivery or owner, or on the date the Kia Vehicle is first placed in service (for example, a demonstrator, lease, or company car use), whichever is earlier. This warranty shall be effective for a period 2 years or 24,000 miles

from such date, whichever occurs first, except that if the failure to conform to applicable emission standards results from the failure of a part listed on the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty, this warranty shall be effective for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever occurs first.

### 3. Owner's Warranty Responsibilities

Each Owner is required to comply with the Written Maintenance Instructions and a claim under this warranty may be denied on the basis of noncompliance by the Owner with such instructions. If and when it is considered that the vehicle's nonconformity with the applicable emission standards has resulted from the Owner's noncompliance with those Written Maintenance Instructions which the manufacturer considers necessary for the vehicle to meet the standards, the Owner may be required to submit evidence of such compliance, and therefore, receipts and other documents covering the performance of scheduled Maintenance Service and proper use in accordance with the Written Maintenance Instructions, including

but not limited to validated Scheduled Maintenance Record of this manual, should be retained by the Owner and should be transferred to each subsequent Owner of the Kia Vehicle.

### 4. Use of Kia Parts

The Kia Vehicle is designed, built and tested using Kia Parts so that the Kia Vehicle is able to perform in conformity with EPA regulations as provided by this warranty. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of the Kia Vehicle be Kia Parts, or parts equivalent to those with which the Kia Vehicle or its engine was originally equipped.

### 5. Use of Non-Kia Parts

Owner may elect to use Certified Parts other than Kia Parts in the performance of any maintenance or repairs and such use in itself will not invalidate this warranty. However, use of other than Kia Parts may cause Kia to deny an Emission Performance Warranty claim if the Certified Part used is either defective in materials or workmanship or not equivalent from an emission standpoint to Kia Parts.

#### Repair or Replacement by an Authorized Kia Dealer

Your Kia Dealer shall make all adjustments, repairs or replacements necessary to assure the Kia Vehicle complies with applicable emission standards of the EPA and that the Kia Vehicle will continue to comply during the remainder of the term of this warranty (if proper maintenance and operation are continued).

#### 7. Warranty Claim Procedures

A warranty claim may be submitted by presenting the Kia Vehicle to any Authorized Kia Dealer during the Authorized Kia Dealer's regular business hours, together with a copy of a failed emissions test. Upon presentation of a claim, Kia shall notify the Owner within 30 days, or such shorter period of time within which repair is required by local, state or federal law, that the claim will be honored or shall provide the Owner in writing with an explanation of the basis upon which the claim is being denied.

Failure to notify the Owner within such time period shall cause Kia to be responsible for repairing the Kia Vehicle free of charge to the Owner, unless such

failure is attributable to the Owner or to events beyond the control of Kia or the Authorized Kia Dealer.

#### 8. Maintenance by Other Than an Authorized Kia Dealer

Maintenance, replacement, or repair of the emission control devices and systems covered by this warranty may be performed by any automotive repair establishment or individual using Certified Parts. However, such non-Kia Certified Parts will not be covered by Kia's emission system warranties should such parts fail at a later date.

#### 9. Customer Assistance

If you have any questions regarding your warranty rights and responsibilities, you should contact the Kia Motors America, Inc. Consumer Affairs Department toll-free at 1-800-333-4Kia. Or you may write to: Director, Field Operations and Support Division (EN-397F), Environmental Protection Agency, 401 M Street, S.W., Washington, DC 20460.

### 19. Other Items Not Covered by This Warranty

In addition to the above provisions, this warranty does not cover the following:

- (a) Damage resulting from such factors as accidents, acts of nature or events beyond the control of Kia.
- (b) Any economic loss, incidental, special, consequential, or exemplary damages (whether in contract or tort), including, but not limited to, loss of time, inconvenience, loss of use of the Kia Vehicle, cost of transporting the Kia Vehicle to an Authorized Kia Dealer or other repair establishment for repair or service, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.
- (c) Any repair of a Kia Vehicle on which the odometer mileage has been altered or on which the actual mileage cannot be readily determined.

(When replacing the speedometer, the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer or any repair establishment utilizing Certified Parts.)

This warranty is given in lieu of all other express or implied warranties (except those set forth separately in this manual) on the part of Kia Motors America Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty.

This warranty is applicable to all the Kia Vehicles certified for the 50 states, including the State of California.

## 24 Month/24,000 Mile Emission Warranty Parts List for Sephia

KIA

### Engine Management/Emissions Systems

- Air Flow Sensor
- Intake Air Temperature Sensor
- Fuel Injector Assembly
- Fuel Pressure Regulator
- Throttle Body
- Linear Throttle Sensor
- Idle Speed Control Valve
- Canister
- Spark Plugs\*
- Canister Close Valve
- Boost Sensor (Tank)
- Crank Angle Sensor
- Purge Control Valve
- Fuel Tank Pressure Sensor
- Water Temperature Sensor
- Oxygen Sensors

- PCV Valve
- Thermostat
- Neutral Switch
- Inhibitor Switch
- Pressure Control Valve
- Filler Cap
- Heater Control
- Air Conditioner Switch
- Clutch Switch
- Brake Switch

### Miscellaneous Items Used in Above Systems

- Screws, switches and valves
- Hoses, clamps, fittings, gaskets, sealing materials, tubing, brackets and belts
- Exhaust pipe (between exhaust manifold and catalytic)

## 96 Month/80,000 Mile Emission Warranty Parts List for Sephia

- Catalyst
- Electronic Emission Control Unit
- On board Emission Diagnostic Device
- Spark plugs are warranted until the first required maintenance.



KIA

Federal  
Emission Control Warranty

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## Month/24,000 Mile Emission Warranty Parts List for Sportage

KIA

### Engine Management/Emissions Systems

- Air Flow Meter
- Canister
- Fuel Injector Assembly
- Fuel Pressure Regulator
- PCV Valve
- Throttle Body
- Thermostat
- Acceleration Sensor
- Canister Purge Solenoid Valve
- Crank Angle Sensor
- Ignition Coil
- Knock Sensor
- Oxygen Sensors
- Spark Plugs\*

- Throttle Position Sensor
- Water Temperature Sensor
- Idle Speed Control Valve
- Check Valve
- Cut Valve
- Fuel Filler Cap
- Canister Close Valve
- Tank Pressure Sensor

### Miscellaneous Items Used in Above Systems

- Sensors, switches and valves
- Hoses, clamps, fittings, gaskets, sealing materials, tubing, brackets and belts
- Exhaust pipe (between exhaust manifold and catalyst)

## 96 Month/80,000 Mile Emission Warranty Parts List for Sportage

- Catalyst
- Electronic Emission Control Unit
- On board Emission Diagnostic Device
- Spark plugs are warranted until the first required maintenance.

  
**California  
Emission Control  
Warranty**

## California Emission Control Warranty Statement

### Your Warranty Rights And Obligations

The California Air Resources Board and Kia Motors America, Inc., are pleased to explain the emission control system warranty on your 1999 Kia vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Kia must warrant the emission control system on your Kia vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your Kia vehicle.

Your emission control system may include parts such as the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies. Where a warrantable condition exists, Kia will repair your Kia vehicle at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage

For 3 years or 50,000 miles, whichever first occurs:

1. If your Kia vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Kia to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emission-related part on your Kia vehicle is defective, the part will be repaired or replaced by Kia. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles, whichever first occurs:

1. If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Kia. This is your long-term emission control system **DEFECTS WARRANTY**.

### Owner's Warranty Responsibilities

As the Kia vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Kia recommends that you retain all receipts covering maintenance on your vehicle but Kia cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your Kia vehicle to a Kia dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the Kia vehicle owner, you should also be aware that Kia may deny you warranty coverage if your Kia vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Kia Motors America, Inc., Consumer Affairs Department at 1-800-333-4Kia or the California Air Resource Board at 9528 Telstar Avenue, El Monte, CA 91731.

### Coverage

Kia Motors America, Inc. (Kia), warrants to the owner that any vehicle certified for sale in the State of California and registered in the State of California is designed, built and equipped so as to conform with the emissions standards adopted by the California Air Resources Board. Kia warrants that this vehicle is free from defects in material and workmanship which would cause any part on this vehicle which affects emissions to fail to conform with applicable requirements or to fail to pass a required state smog check test for three years or 50,000 miles, whichever occurs first. Kia also warrants that, any part on the warranted emissions parts list in this warranty and installed as original equipment, is free from defects in material and workmanship which would cause this vehicle to fail to conform with applicable regulations for seven years or 70,000 miles, whichever first occurs.

KIA

California  
Emission Control Warranty

### Warranty Service

To obtain warranty service, return the vehicle to any authorized Kia dealer. Service will be performed without charge for diagnosis, parts and labor. In case of emergency, see Emergency Service Instructions.

### Exclusions

This warranty does not apply to failures caused by abuse, tampering or lack of maintenance; or to any vehicle on which the odometer mileage has been altered so that the vehicle's actual mileage cannot be determined.

### STATEMENT OF OWNER'S RIGHTS AND OBLIGATIONS

#### What Is Covered By The Warranty

If a vehicle fails a state Smog Check test during the coverage period, Kia will repair the vehicle so that it will pass a state Smog Check retest. The owner should take the vehicle to any authorized dealer for Warranty repairs and present a copy of the failed Smog Check test report to the dealer. If the owner is not notified within 30 days that a performance warranty claim is not valid then the manufacturer is required to repair the vehicle free of charge.

In addition, if a warranted part fails because of a defect, Kia will repair or replace it at any authorized Kia dealer. Any other parts damaged by the failure of a warranted part will also be repaired or replaced. The repair and/or replacement will be made at no charge to the owner for parts, labor and diagnosis. For emergency situations, see the instructions under Emergency Service.

#### How Long Does The Warranty Last

The warranty shall apply for 3 years or 50,000 miles, whichever occurs first, except that those parts listed on the warranted parts list are covered for 7 years or 70,000 miles, whichever first occurs. Where parts are scheduled for replacement as required maintenance, the warranty shall apply until the first scheduled maintenance point listed in the Owner's Manual. This warranty begins on the date the vehicle is delivered to the original purchaser or on the date the vehicle is first placed in service, whichever occurs first.

### What The Owner Must Do

It is your responsibility to perform the required maintenance and use the vehicle in accordance with Kia's written instructions. Warranty coverage will not be denied solely because there is no record of maintenance. However, failures caused by lack of required maintenance are not covered by the warranty. To avoid questions as to whether the vehicle maintenance has been performed, Kia urges that you retain all receipts and/or maintenance records indicating that service has been performed on the vehicle and these documents should be transferred to any subsequent owner of the vehicle.

### Service

MAINTENANCE SERVICE CAN BE PERFORMED BY ANY QUALIFIED SERVICE OUTLET OR BY THE OWNER. HOWEVER, EXCEPT IN AN EMERGENCY SITUATION (SEE EMERGENCY SERVICE), WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED KIA DEALER.

### Parts

IT IS RECOMMENDED THAT ANY REPLACEMENT PARTS USED FOR MAINTENANCE OR FOR THE REPAIR OF EMISSIONS CONTROL SYSTEMS BE NEW, GENUINE KIA PARTS. However, the warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-Kia parts for maintenance purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emissions control systems.

### What Is Not Covered By Emission Warranty

Malfunctions in any part caused by misuse, alteration, tampering, disconnection or improper or inadequate maintenance.

Damage to catalytic converter due to use of leaded gasoline.

Damage resulting from fire, accident, negligence, act of God or other events beyond the control of Kia.

Maintenance replacement parts (such as spark plugs) beyond the first scheduled replacement point.

KIA

California  
Emission Control Warranty

Incidental or consequential damages such as loss of use of the vehicle, loss of time, inconvenience, expense for gasoline, telephone, travel or lodging.

Any vehicle on which the odometer mileage has been altered so that actual vehicle mileage cannot readily be determined. (When the Owner replaces the speedometer or has it replaced by a repair facility, then the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer.)

Loss or damage to personal property, loss of revenue, commercial loss or other matter not specifically included.

Damage resulting from the use of a non-Kia part.

#### Emergency Service

If emergency Emission Control System Warranty service is required and the owner is unable to readily locate an authorized Kia dealer or if a warranted part is not available within 30 days, then, repairs may be performed at any available service establishment, or by the owner, using any replacement part. Kia will reimburse the owner for the owner's expenses including diagnostic charges for such emergency repair or replacement at Kia's suggested

retail price for all warranted parts replaced and labor charges based on Kia's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and copies of paid original receipts must be available for presentation to Kia as a condition of reimbursement for these emergency repairs. In addition, the owner must provide Kia a detailed description indicating why the situation was considered an emergency and why an authorized Kia dealer was not available. Additional information may be obtained by calling 1-800-333-4Kia. A repair not being complete within 30 days constitutes an emergency.

ATTACHED IS A LIST OF COMPONENTS WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR 7 YEARS OR 70,000 MILES ON VEHICLES/ENGINES AS NOTED.

## 7 Year/70,000 Mile Emission Defect Warranty List for Sephia

### Air/Fuel Metering System

- Powertrain Control Module(Engine Control Unit)
- Powertrain Control Module(Transmission Control Unit)
- Throttle Body
- Air Flow Sensor(Air Flow Meter)
- Fuel Injector Assembly

### Ignition System

- Control Unit

### Catalyst System

- Catalyst

After the 3 year/50,000 mile performance warranty period has passed, a Stray Check test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered under the Kia Emission Defect Warranty.



7 Year/70,000 Mile  
Emission Defect Warranty



KIA

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## Year/70,000 Mile Emission Defect Warranty List for Sportage

KIA

### Air/Fuel Metering System

- Engine Control Module(Engine Control Unit)
- Transmission Control Module(Transmission Control Unit)

### Air Induction System

- Air Flow Meter
- Throttle Body

### Ignition System

- Control Unit

### Catalyst System

- Catalyst

After the 8 year/80,000 mile performance warranty period has passed, a Bag Check test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered under the California Emission Defect Warranty.

**KIA**

**Replacement Parts and Accessories  
Limited Warranty**

## **Replacement Parts and Accessories Limited Warranty**

Kia Motors America, Inc. warrants that Kia genuine replacement parts and Kia Accessories are free from defects in materials or workmanship, subject to the following terms and conditions.

This warranty covers genuine Kia new or remanufactured replacement parts and Kia Accessories sold by an Authorized Kia Dealer. This includes Kia Accessories installed by an Authorized Kia Dealer or Kia Motors America, Inc. prior to the retail delivery of a new Kia Vehicle.

An Authorized Kia Dealer will either repair or replace any replacement part or accessory to correct any problem covered by this warranty. If the part or accessory was installed by an Authorized Kia Dealer or Kia, it will be repaired or replaced without charge for parts and labor to the owner. If it was installed by anyone else, it will be repaired or replaced without charge for the parts, but the labor charge will be your responsibility.

### **1. Warranty Period**

#### **• Replacement Parts**

Replacement parts (except the battery) installed by an Authorized Kia Dealer are covered for the duration of the New Vehicle Limited Warranty or the first 12 months, regardless of mileage, from the date of installation, whichever is longer coverage. A replacement battery is fully covered for the first 12 months from the date of installation regardless of mileage. Thereafter, a prorated charge to the customer will be applied based on the number of months in service up to a maximum of 36 months.

Replacement parts sold but not installed by an Authorized Kia Dealer are covered for the 12 months from purchase date, regardless of mileage, for the part only, but labor charges will be the purchaser's responsibility.

### Accessories

Accessories installed by Kia or an Authorized Kia Dealer are covered for the duration of the New Vehicle Limited Warranty or 12 months, regardless of mileage, from the installation date, whichever is longer.

Accessories sold but not installed by an Authorized Kia Dealer are covered for the first 12 months, regardless of mileage, from the purchase date, excluding labor charges.

During the warranty period, this warranty is transferable to subsequent owners.

### 2. What Is Not Covered

- Damage or corrosion due to such factors as accidents, negligence, improper repairs or adjustments, misuse, alterations or collision.
- Damage or surface corrosion from environment such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, road hazards, hail, wind storm, lightning, floods and other acts of God.
- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- Air conditioner refrigerant charge after the first 12 months, unless replenished as part of a warranty repair.
- Replacement parts or accessories installed on a Kia Vehicle in which the odometer has been altered, or on which the actual mileage cannot be readily determined.
- Replacement parts or accessories used in applications for which they are not designed.
- Replacement parts or accessories installed improperly by other than an Authorized Kia Dealer or Kia.

KIA

Replacement Parts and  
Limited Warranty

- Any replacement part or accessory without proof of purchase or replacement date.
- Non-Kia replacement parts or accessories which an Authorized Kia Dealer may sell or install on your Kia Vehicle.

### 3. To Get Warranty Service

You must take your Kia Vehicle, along with this manual and proof of purchase or replacement date, to an Authorized Kia Dealer in the United States during its normal service hours. If you have any questions or need assistance regarding this warranty, refer to "When You Need to Talk to Kia" starting on page 40.

### 4. Limited Liability

The liability of Kia Motors America, Inc. under this warranty is limited solely to the repair or replacement of Kia-supplied parts, defective in materials or workmanship, by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

### 5. Other Terms

The "Other Terms" stated on page 9 in the New Vehicle Limited Warranty also apply to this warranty.

KIA

Service records on this and the following pages have been designed to include the signature of your Authorized Dealer representative or other repair establishment representative. This signed form is evidence of completion of maintenance services and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia Vehicle. Claims made during the warranty period will not qualify under the warranty if resulting from lack of maintenance rather than from defective material or workmanship.

#### Scheduled Maintenance Intervals

For your reference, the chart below shows the basic intervals of the scheduled maintenance. Refer to your Owner's Manual to make sure of the complete schedule.

REGULAR DRIVING CONDITION	7,500 MILES or 7.5 MONTHS
SEVERE DRIVING CONDITION	5,000 MILES or 5 MONTHS

Refer to your Owner's Manual for the specific conditions.

#### Pre-Delivery Inspection

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

#### Service #1

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

#### Service #2

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**KIA****Scheduled Maintenance Record**

Service #3  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

Service #4  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

Service #5  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

Service #6  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

Service #7  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

Service #8  
Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

KIA

MAINTENANCE RECORD

Service #9

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

Service #10

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

Service #11

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

Service #12

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

Service #13

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

Service #14

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_



**KIA****Scheduled Maintenance Record****Service #15**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**Service #16**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**Service #17**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**Service #18**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**Service #19**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

**Service #20**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized

Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

KIA

Dealer Certification

undersigned Dealer wants you to know that at the time your new Kia Vehicle is being delivered:

Based upon written notification furnished by the manufacturer, we have knowledge that this Kia Vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.

We have made a visual inspection. This inspection is limited to those emission control devices or portions thereof which are visible without removal or adjustment of any vehicle component or system of the Kia Vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emission control device" is limited to all devices installed on this Kia Vehicle for the sole or primary purpose of controlling this Vehicle's emissions which were not in general use prior to 1968.)

We have performed all emission control system preparation required by the manufacturer prior to the sale of the Kia Vehicle, as set forth in the current pre-delivery service manual provided by the manufacturer.

Except as may be provided in Paragraph 5 below, the Kia Vehicle warrantor shall remedy free of charge to the customer, under terms of the warrantor's emission performance warranty, if this Kia Vehicle fails to pass an EPA-approved emission test under BOTH of the following conditions:

If such test is prior to the expiration of three months or 4,000 miles (whichever comes first) from date or mileage at time of delivery to the ultimate buyer.

If the Kia Vehicle has been maintained and used in accordance with the manufacturer's written instructions for proper maintenance and use.

☐ Check here if the Kia Vehicle is a company car or demonstrator and complete the following:

The Kia Vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commenced on the date the vehicle was first placed in service, namely on

Month

Day

Year

## NOTE

The dealer makes no representation or warranty that the emission control system or any part thereof is without defect nor that the system will properly perform. The warrantor's emission performance warranty referred to above, furnished with this Kia Vehicle, is solely that of the warrantor. This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

Dealership Name: \_\_\_\_\_

 KIA

When You Need to Talk to Kia

## To Our Customer

From all of us at Kia Motors America, Inc. and Kia Motors Corporation, we would like to congratulate you on the purchase of a Kia vehicle. You are now the owner of a vehicle we take tremendous pride in manufacturing.

This section contains information about contacting Kia Motors America and BBB AUTO LINE. Please review the procedures on the next few pages.

They are provided to help you resolve any concerns you may have with your vehicle or dealership. Feel free to contact us at any time.

Also included, are basic requirements established by your state regarding Lemon Laws.

## Owner Satisfaction and Assistance

KIA

Kia Motors America and your Kia dealer are dedicated to serving all of your automotive needs. Your complete satisfaction is our primary concern. Your Kia dealer is available to assist you with all of your automobile sales, parts and service requirements.

However a situation arises that has not been addressed to your satisfaction, we ask that you take the following steps:

Step 1:

Discuss the situation with the dealership management. If a problem still exists, contact the dealership General Manager or Dealer. Your Kia dealership is best equipped to resolve the matter for you.

Step 2:

If the problem has still not been addressed to your satisfaction, please contact our Kia Customer Assistance Center using toll free number:

1-800-333-4KIA(4542)

KIA

To assist you the Customer Assistance Center will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard and on label installed on the driver's door).
- Date of purchase
- Current odometer reading
- Your Kia dealership's name

Or you can write to Kia with the above information at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410

**STEP 3:**

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called AUTO LINE is available to you. This independent agency is run by the Council of Better Business Bureaus and is provided at no cost to you. You may contact them at:

AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd.  
Arlington, VA 22203  
800-455-5100

The purpose of the AUTO LINE is to settle disputes between vehicle manufacturers and customers. The AUTO LINE will record the details of your concern by telephone and will ask for the same information as in Step 2.

The AUTO LINE program consists of two parts - mediation and arbitration. The BBB AUTO LINE staff will provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to present your case personally before an impartial person or three persons. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

If you accept the decision, it will be legally binding on you and Kia. However, in some states, if the decision is not accepted, it may be introduced either by you or Kia as evidence in subsequent court action. Disputes handled through the BBB Auto Line process are usually resolved within 40 days of your contacting the BBB. If you have not contacted Kia Motors America, Inc. first regarding your complaint, the arbitration process will take no longer than 47 days.

You must use BBB AUTO LINE prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the "ACT"). In addition, you must use BBB AUTO LINE if you are required to do so prior to seeking remedies available under the "Lemon Law" of your state. However, your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use BBB AUTO LINE, although that option is still available to you. The following section has been developed with information on contacting Kia and on the basic provisions of your State's "lemon laws". In some states, your Kia dealership may provide you with lemon law disclosure information in addition to the booklet in accordance with state law. Other states may have their own state-operated complaint resolution processes. Your eligibility for this program is determined by your vehicle's age, mileage and other contributing factors.

KIA

## NOTICE TO CONSUMERS STATE OF ALABAMA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF ALASKA

If your vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle.

If you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

KIA

SEEK A CONSUMER PROBLEM



## NOTICE TO CONSUMERS STATE OF ARIZONA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies under your state Lemon Law and remedies which are not created by the Magnuson-Moss Warranty Act, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF ARKANSAS

KIA

If a vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

If you still have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P.O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

  
**California Consumer Notice**

## NOTICE TO CONSUMERS STATE OF CALIFORNIA

1. Kia participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Arlington, Virginia 22203) through local Better Business Bureaus. BBB AUTO LINE and Kia have been certified by the Arbitration Review Program of the California Department of Consumer Affairs.

If you have a problem arising under a Kia's written new vehicle warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims arising under a Kia's written new vehicle limited warranty must be filed with the BBB within six (6) months after the expiration of the warranty.

To file a claim with BBB Auto Line, call 1-800-955-5100. Your call will be automatically directed to the appropriate BBB AUTO LINE office in California. There is no charge for this call.

2. In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time your problem was first brought to the attention of Kia or one of our dealers, and a statement of the relief you are seeking.

BBB staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, eligible customers may present their case to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued 40 days from the time your complaint is filed (47 days if you did not first contact Kia about your problem).

3. Pursuant to California law, you are required to use BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use BBB AUTO LINE before pursuing rights or remedies under any other state or federal law.

California Civil Code Section 1793.2(d) requires that, if a Kia or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, the Kia may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that the Kia has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within one year from delivery to the buyer or 12,000 miles on the vehicle's odometer, whichever occurs first, the same nonconformity (a defect or malfunction which substantially impairs the use, value or safety of the vehicle) has been subject to repair 4 or more times by the Kia or its representatives and the buyer has notified the Kia of the need for the repair of the nonconformity.

California Civil Code Section 1793.22(b) also creates a presumption that a reasonable number of attempts have occurred if, within one year from delivery to the buyer or 12,000 miles on the vehicle's odometer, whichever occurs first, a vehicle is out of service by reason of repair of nonconformities by the Kia or its representatives for a cumulative total of more than 30 days after delivery to the buyer.

#### **REMEDIES YOU MAY SEEK IN BBB AUTO LINE:**

In using the BBB AUTO LINE, you may seek repairs, reimbursement for past repairs, incidental/collateral damages, and the repurchase or replacement of your vehicle.

**IF YOU SEEK THE REPURCHASE OF YOUR VEHICLE**, you may seek up to the following amounts for problems arising under your Kia written new vehicle warranty:

**FOR OWNED VEHICLES:** (a) The actual price paid for the vehicle, including any charges for transportation and Kia-installed options, but excluding non-Kia items installed by a dealer or the buyer; (b) Collateral charges such as sales tax, license fees, registration fees, and other official fees; and (c) Reasonable expenses incident to a vehicle nonconformity, including (1) reasonable repair, towing and rental car costs actually incurred by you; and (2)

KIA

prepayment penalties, early termination charges and earned finance charges, if actually paid, incurred, or to be incurred (this does not include charges for which you are justly responsible). A deduction for damage to your vehicle and/or for your use of the vehicle may be made.

**FOR LEASED VEHICLES:**

**TO THE LESSOR:**

- a. Pay-off amount due pursuant to the lease agreement MINUS amount of any security deposit held by lessor MINUS amount of any refund due to the lessor for the unexpired term of a service contract or insurance included in the lease agreement.

**TO THE LESSEE:**

- a. Collateral Charges. Collateral charges such as sales/use tax paid by lessee up to date of repurchase and license fees, registration fees, and other official fees paid by lessee; PLUS
- b. Incidental Damages. Reasonable expenses incident to the nonconformity, including reasonable repair, towing and rental car costs actually incurred by the lessee; PLUS
- c. Amount of any security deposit held by lessor; PLUS
- d. The amount of any trade-in or deposit made by lessee (capitalized cost reduction); PLUS
- e. Total base monthly payments made by lessee to lessor.

A deduction for damage to your vehicle and/or for your use of the vehicle may be made. A deduction may also be made if the Arbitrator determines that the lessee is justly responsible for early termination charges or other charges.

IF YOU SEEK THE REPLACEMENT OF YOUR VEHICLE, you may seek up to the following for problems arising under Kia's written new vehicle limited warranty: (a) a new motor vehicle substantially identical to the vehicle replaced; (b) any sales or use tax, license fees, registration fees, and other official fees which you are obligated to pay in connection with the replacement; and (c) reasonable expenses incident to the nonconformity, including reasonable repair, towing, and rental car costs actually incurred by you.

A deduction for damage to your vehicle and/or for your use of the vehicle may be made.

WHEN A REPAIR OR REIMBURSEMENT for past repairs is awarded for problems arising under Kia's written new vehicle limited warranty, the Arbitrator may also award incidental damages (reasonable expenses incident to the claimed defect or malfunction, including repair, towing and rental car costs incurred by the customer) when the Arbitrator has determined the warranty has failed its essential purpose.

You are free to reject the decision issued by a BBB AUTO LINE Arbitrator. If you reject the decision, you will be free to pursue further legal action. The Arbitrator's decision and any findings will be admissible in a court action pursuant to California Civil Code Section 1793.22(c).

If you accept the Arbitrator's decision, Kia will be bound by the decision, and will comply with the decision within a reasonable time, not to exceed 30 days, after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details as to your eligibility for this program at (800) 955-5100.

**NOTICE TO CONSUMERS STATE OF COLORADO**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated on the next page.

In order to be entitled to the presumption of a reasonable number of repair attempts or days out of service under Colorado Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

A notification form has been provided to assist you.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**KIA**  
**NOTIFICATION TO MANUFACTURER**

**KIA**

Name \_\_\_\_\_

Address \_\_\_\_\_  
(Street) (City) (State) (Zip)

Phone \_\_\_\_\_  
(Home) (Business)

Vehicle Information \_\_\_\_\_  
(Model) (Year)

VIN \_\_\_\_\_ Date of Purchase \_\_\_\_\_ Mileage \_\_\_\_\_

Servicing Dealer \_\_\_\_\_

Number of Days Vehicle Has Been Out of Service \_\_\_\_\_

Number of Times the Dealer Has Attempted to Repair the Same Condition \_\_\_\_\_

Description of Concern \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



KIA

Colorado

## NOTICE TO CONSUMERS STATE OF CONNECTICUT

KIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Connecticut "Lemon Law" to a replacement or repurchase of the vehicle. To exercise your Lemon Law rights, you must first report the condition in writing to Kia at the address listed below.

To further demonstrate our commitment to your satisfaction with your Kia vehicle, there may be times when Kia will establish a special policy adjustment program for your particular vehicle model which will pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call the Kia Consumer Assistance Center listed below or check with your dealer to determine whether any special policy adjustment program is applicable to your vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

If you should have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF DELAWARE

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding you Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS DISTRICT OF COLUMBIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must resort to the Board of Consumer Claims Arbitration prior to initiating court action.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below or an authorized Kia dealer of the problem with your vehicle within 18,000 miles of operation or two years following the original delivery of the vehicle, whichever is earlier.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**KIA**

## NOTICE TO CONSUMERS STATE OF FLORIDA

If the new motor vehicle you have purchased or leased does not conform to the manufacturer's express warranty, you may be entitled under the Florida Motor Vehicle Warranty Enforcement Act to a replacement or refund. For information about the Florida lemon law dispute process you may call the Department of Agriculture and Consumer Services at 1-800-321-5366.

To exercise your rights, you first must notify the manufacturer, at the address listed below, by certified, registered, or express mail of the need to repair the defect of condition.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF GEORGIA

KIA

### NEW CAR WARRANTY RIGHTS

Under the 1990 Georgia Warranty Rights Act, if the NEW vehicle you purchase has certain nonconformities which cannot be repaired in a reasonable number of attempts, you may have a right for the manufacturer to repurchase or replace the vehicle.

The Warranty Rights Period in which you will have this protection is for any nonconformity which first appears during the initial 12 months or 12,000 miles of your ownership, whichever comes first, regardless of how long the manufacturer's written warranty is. Defects appearing after the first 12 months or 12,000 miles but still under the manufacturer's written warranty may be covered under a different law; contact the Office of Consumer Affairs.

Vehicles covered under the law are any self propelled vehicle designed to travel public highway. However, the law excludes the following, among other vehicles: certain parts of Motor Homes, Motorcycles, and Trucks over 10,000 pound gross weight rating.

New vehicle includes some demonstrator models, and means vehicles that have never been titled to anyone other than the selling dealer before being titled to the purchaser.

Nonconformity is any defect, serious safety defect or condition which decreases the use, value or safety of your vehicle. However, the defect is not covered under the law if it is a result of abuse, neglect or any unauthorized modification.

If a reasonable number of attempts take place on a covered vehicle within 24,000 miles or 24 months (whichever occurs first) of the initial repair attempt, you must notify the manufacturer and then allow the manufacturer one final repair attempt. If the manufacturer cannot repair the vehicle, then you can demand a replacement or repurchase of the repaired vehicle.

Reasonable number of attempts means one of the following:

- (1) At least one repair attempt on a serious safety defect in the braking or steering system which has been

subject to repair during the warranty rights period without being corrected;

- (2) At least two repair attempts on any other serious safety defect which has been subject to repair at least once during the warranty rights period without being corrected;
- (3) At least three repair attempts on an other nonconformity which has been subject to repair at least once during the warranty rights period without being corrected; or
- (4) Any cumulative total of 30 calendar days involving attempted repair of a single nonconformity in which at least 15 such days occur during the warranty rights period.

#### Dealer Responsibilities

The selling dealer **MUST** collect a \$3.00 warranty rights fee on every covered new vehicle sold. The selling dealer should provide the owner's manual produced by the manufacturer with each new vehicle sold. The manufacturer should include in the manual a list of manufacturer addresses and customer service phone numbers. The customer service representatives listed will be authorized to direct any repair work that may need to be done to the new vehicle.

A consumer should document every repair attempt. After each repair attempt the vehicle owner should obtain and keep a copy of the repair receipt, which should legibly state:

- (1) A description of the problem or identification of the nonconformity;
- (2) Any diagnosis made;
- (3) A description of all work performed;
- (4) A list of any parts and labor involved;
- (5) The date and odometer reading when the vehicle was brought in for repair, and
- (6) The date the vehicle was made available to the owner.

If you do not receive such a repair receipt, contact the dealer; if you still can't get it, contact the Office of Consumer Affairs.

KIA

When it appears that a reasonable number of attempts regarding a nonconformity will be made without correcting the problem, you should contact the Office of Consumer Affairs for more specific information about your rights. If you choose to proceed under the motor vehicle warranty rights act, you may be waiving other legal rights. It is very important that you understand the waiver of these rights before beginning proceedings under the motor vehicle rights

If you choose to proceed under the warranty rights act, you must notify the manufacturer in writing when a reasonable number of attempts have been made. Upon receipt notification, the manufacturer must be given one final opportunity to repair the nonconformity. If the manufacturer cannot repair the nonconformity, the manufacturer must, at the option of the customer, either repurchase or replace the vehicle.

If a dispute arises over the repurchase or replacement of the vehicle, you may submit the dispute to the Office of Consumer Affairs for arbitration by state certified manufacturer's panels. Appeals may be made to a state operated arbitration panel, and then to Superior court. You may request a Dispute Submission Form by contacting:

Office of Consumer Affairs  
Attention: Warranty Rights Act  
2 Martin Luther King Jr. Drive Suite 356  
Atlanta, Georgia 30334  
(404) 651-8600 in metro Atlanta, or  
1-800-869-1123, statewide

THE ABOVE IS ONLY A BRIEF SUMMARY OF YOUR RIGHTS AND REMEDIES AS A GEORGIA CONSUMER UNDER THE GEORGIA WARRANTY RIGHTS ACT. IF YOU THINK YOU MAY HAVE A NONCONFORMITY WHICH QUALIFIES FOR PROTECTION, YOU SHOULD CONTACT THE OFFICE OF CONSUMER AFFAIRS FOR MORE INFORMATION.

OFFICE OF CONSUMER AFFAIRS



Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF IDAHO**

If your vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

If you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to filing court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

If you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF ILLINOIS

If after a reasonable number of repair attempts, the new motor vehicle you purchased does not conform to Kia's express warranty, under the Illinois New Vehicle Buyer Protection Act you may be entitled to a new (or comparable) replacement vehicle or, upon return of the car, to a refund of the full purchase price including all collateral charges, less an allowance for your actual use. It is presumed that a reasonable number of repair attempts have been made if, during one (1) year following delivery or 12,000 miles of use, whichever occurs first, there have been four or more unsuccessful attempts to repair the same nonconformity, or the vehicle has been out of service for repair of nonconformities for a total of thirty (30) or more business days.

In order to exercise these legal rights, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle,
- 2) provide Kia with an opportunity to repair it, and
- 3) use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF INDIANA

KIA

If a vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. However, in order to exercise your rights, you must first report the condition to Kia in writing, by certified mail, to the address listed below.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

If you should have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

  


## NOTICE TO CONSUMERS STATE OF IOWA

"THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF IOWA CODE CHAPTER 322G, COMMONLY REFERRED TO AS THE "LEMON LAW" IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST TWO YEARS OF OWNERSHIP OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER CHAPTER 322G, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL'S OFFICE AT: CONSUMER PROTECTION DIVISION, HOOVER STATE OFFICE BUILDING, DES MOINES, IOWA 50319 OR CALL (515) 281-5926."

To contact the manufacturer, call or write to:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll free number indicated above.

KIA

In addition, in order to seek remedies under your state Lemon Law you must first:

- 1) notify Kia at the address above, by certified mail, registered mail or overnight service of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it

If you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF KANSAS**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P.O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF KENTUCKY

KIA

If your vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

If you should have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA





## NOTICE TO CONSUMERS STATE OF LOUISIANA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll free number indicated below.

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF MAINE

KIA

**LEMON LAW INFORMATION: IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE.** The Maine Lemon Law" (10 M.R.S.A. Sec's. 1161-1169) provides protection for consumer buyers or lessees who have serious problems with their new vehicle.

**UNDER THE LEMON LAW, YOU MAY HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:**

- 1) There is a defect(s) which substantially impairs the use, safety, or value of the vehicle, AND
- 2) The defect(s) still exists or has recurred after either:
  - A. three or more repair attempts for the same defect, two or more which must be by the same dealer, or
  - B. being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, AND
- 3) This unrepaired defect(s) happened within the Lemon Law's term of protection: the manufacturer's express warranties, or the two-year period following the delivery date of the vehicle to the original consumer buyer or lessee, or during the first 18,000 miles of operation, whichever comes first, AND
- 4) You notified the manufacturer that you wanted a refund or replacement vehicle and you gave the manufacturer one final repair attempt of no more than 7 business days. **FOR THIS VEHICLE YOU MUST NOTIFY THE FOLLOWING PERSON OF THE DEFECTS AND THE RIGHT TO MAKE A FINAL REPAIR:**

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

Send this final repair letter by certified mail with a receipt, and keep a copy for your records.

**IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE LEMON LAW STANDARDS HAVE BEEN MET, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY THE STATE.**

**KIA**

This state-run arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program you will be sent a decision within 45 days of when your request for arbitration is accepted. You must request state-run arbitration within two years after delivery to the original consumer buyer or lessee, or the first 18,000 miles, whichever comes first.

**THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS**

To request arbitration or to get further information, contact:

**Attorney General's Lemon Law Arbitration Program  
Consumer & Antitrust Division  
State House Station 6  
Augusta, ME 04333  
(207)626-8848**

Should you seek a replacement or repurchase of your vehicle under the Maine Lemon Law, you must first resort to BBB AUTO LINE or arbitration through the state-run program prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under the Maine Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

**Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA**

## NOTICE TO CONSUMERS STATE OF MARYLAND

KIA

If your vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

In order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, return receipt requested, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Kia also offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

If you should have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF MASSACHUSETTS****"LEMON LAW" INFORMATION:****IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE**

The Massachusetts "Lemon Law," General Laws Chapter 90, S., 7N 1/2 provides protection for consumers who have serious problems with their new vehicle.

**UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:**

- a) there is a defect(s) which substantially impairs the use, safety, or market value of the vehicle, AND
- b) the defect(s) still exists or has recurred after either:
  - 1. three or more repair attempts for the same defect, or
  - 2. being out of service by reason of repair for any combination of defects for a cumulative total of fifteen (15) or more business days, within one year of 15,000 miles (whichever comes first) after original delivery, AND
- c) the manufacturer has been notified of the defect(s) and given one final repair attempt of no more than seven (7) business days.

**IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE STANDARDS HAVE BEEN MET, YOU HAVE THE RIGHT TO HAVE YOUR CASE ARBITRATED BY THE STATE.**

This state-run arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within 45 days of when your request for arbitration is accepted.

Under the law, you must request state-certified arbitration within 18 months of original delivery of the vehicle.

**THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.**

KIA

To request arbitration or to get further information, contact:

**Lemon Law Arbitration Program  
Executive Office of Consumer Affairs  
and Business Regulation  
One Ashburton Place  
Boston, MA 02108**

**Lemon Law Information:**

**(617) 727-7780**

**Arbitration Questions:**

**(617) 727-4061**

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. For additional information about BBB AUTO LINE, review pages 41-43 of book. Contact Kia at the address or toll-free number indicated below.

**Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA**

**NOTICE TO CONSUMERS STATE OF MICHIGAN**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF MINNESOTA

KIA

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S "LEMON LAW" TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM, WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA."**

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. Should you seek a replacement or repurchase under your state Lemon Law, you must use BBB AUTO LINE prior to initiating court action.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or phone number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA



**NOTICE TO CONSUMERS STATE OF MISSISSIPPI**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF MISSOURI

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureau.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF MONTANA**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF NEBRASKA

KIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

If you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF NEVADA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF NEW HAMPSHIRE MOTOR VEHICLE ARBITRATION BOARD

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) and/or registered in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle, motorcycle, or truck with a gross vehicle weight not exceeding 9,000 pounds.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value, or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent, or an authorized dealer, or it has been out of service by reason of repair of one or more nonconformities, defects, or conditions for a cumulative total of thirty business days, you may be entitled to apply for a comparable replacement or a refund of purchase price plus incidental damages less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the manufacturer (including the dealership service) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the New Hampshire Motor Vehicle Arbitration Board, 18 Hazen Drive, Concord, New Hampshire 03305, telephone (603) 271-3353, or your dealer.



KIA

NEW HAMPSHIRE CONSUMER NOTICE

**KIA**

You may also wish to contact Kia at the following address:

**Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA**

## NOTICE TO CONSUMERS STATE OF NEW JERSEY

KIA

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER NEW JERSEY LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT 1100 RAYMOND BLVD., NEWARK, NJ 07102, TEL. NO. (201) 648-3135\***

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA



**NOTICE TO CONSUMERS STATE OF NEW MEXICO**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## **NOTICE TO CONSUMERS STATE OF NEW YORK NEW CAR LEMON LAW BILL OF RIGHTS**

**IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.**

**YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER. UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.**

**IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES.**

**A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLIGENCE, OR UNAUTHORIZED MODIFICATIONS OF THE CAR.**

**A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.**

**IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.**

**IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.**

**NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.**

**(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.**

Should you seek a replacement or repurchase under the Lemon Law, you must use either BBB AUTO LINE or your state arbitration board prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF NORTH CAROLINA

KIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

If you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF NORTH DAKOTA**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF OHIO

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.**

### NOTICE

**OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE.**

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

If the arbitrator's decision is not satisfactory to you, you may pursue a refund or replacement through the Ohio court system.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF OKLAHOMA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF OREGON

KIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA



KIA

Pennsylvania Consumer Notice

## NOTICE TO CONSUMERS STATE OF PENNSYLVANIA

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value, or safety of this vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your Lemon Law rights only cover defects which occur within one year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

The law states that it is reasonable for the dealer, manufacturer, or its agent to make up to three separate attempts to correct the same defect.

After three unsuccessful repair attempts, or after a total of thirty days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use.

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep those records for future reference.

For more information, contact the Office of Attorney General, Bureau of Consumer Protection, Strawberry Square, 14th Floor, Harrisburg PA 17120

If a dispute arises concerning a defect, you must resort to BBB AUTO LINE, a third-party complaint resolution service offered by Kia and administered by the Council of Better Business Bureaus. However, if you choose to seek remedies that are not created by the Pennsylvania Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

KIA

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF RHODE ISLAND****"LEMON LAW" INFORMATION**

**IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER RHODE ISLAND LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES, CONTACT THE RHODE ISLAND CONSUMER'S COUNCIL AT (401) 277-2764.**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. You must use either BBB AUTO LINE or the arbitration procedure established by Rhode Island's Consumer Council prior to initiating court action if you seek a replacement or repurchase of your vehicle. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek remedies that are not created by your state Lemon Law, you need not use BBB AUTO LINE or the procedure established by the Rhode Island Consumer Council, although the option of using BBB AUTO LINE is still available to you.

In addition, in order to seek remedies under your state Lemon Law, you must provide Kia with one additional repair attempt.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF SOUTH CAROLINA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF SOUTH DAKOTA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF TENNESSEE

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

If you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF TEXAS**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under your state Lemon Law, you must resort to the Texas Motor Vehicle Commission's resolution process prior to initiating court action.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a dispute resolution service administered by the Council of Better Business Bureaus (BBB), to equitably resolve your concerns. This service is offered at no cost to you. BBB AUTO LINE decision is binding on Kia, but not on you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle and,
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF UTAH

KIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

And you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA



KIA

## NOTICE TO CONSUMERS STATE OF VERMONT

If, during the express warranty period, you discover a defect which substantially impairs the use, market value, or safety of this vehicle, and it has not been successfully repaired after three repair attempts by an authorized dealer, or it has been out of service for repair for a cumulative total of thirty calendar days, you may be entitled to apply for a comparable replacement or a refund of your purchase price less certain allowances.

If you wish to seek a repurchase or replacement under the Vermont "Lemon Law," you must notify Kia directly and elect whether to arbitrate your claim through BBB AUTO LINE, a dispute resolution service administered by the Council of Better Business Bureaus, or the Vermont Motor Vehicle Arbitration Board. Your election of one of these dispute resolution mechanisms precludes you from arbitrating your claim through the other. Pending the arbitration hearing, you must provide Kia with an opportunity to correct the defect. If you are satisfied with the repair, the arbitration proceedings may be terminated but may be recommenced at any time during the express warranty period if the repair proves unsatisfactory.

In order for a repair attempt to qualify, it must be evidenced by a written repair order. In calculating the thirty-day repair time, the vehicle is deemed to be out of service if it is in for repair for a majority of the day. You may not pursue remedies under the Lemon Law if you have stopped making payments on any financing agreement because of the condition of the vehicle. The Vermont Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet. The Vermont Lemon Law applies to new vehicles sold or leased for two or more years and registered in the State of Vermont.

For further information as to your rights under the Lemon Law or forms, contact the Vermont Motor Vehicle Arbitration Board, 118 State Street, Montpelier, VT 05602, telephone (802) 828-2669, or your dealer. You may also wish to contact Kia at the following address:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF VIRGINIA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

To further demonstrate our commitment to your satisfaction with your Kia vehicle, there may be times when Kia will establish a special policy adjustment program for your particular vehicle model which will pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call the Kia Consumer Assistance Center listed below or check with your dealer to determine whether any special policy adjustment program is applicable to your vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

KIA

## NOTICE TO CONSUMERS STATE OF WASHINGTON

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Please refer to the booklet "For Your Information Motor Vehicle Lemon Law RCW19.118" prepared by the Washington Attorney General. A copy of that booklet is furnished to every Kia purchaser in Washington at the time of sale.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF WEST VIRGINIA

KIA

**"IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER AN OPPORTUNITY TO REPAIR THE VEHICLE."**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

## NOTICE TO CONSUMERS STATE OF WISCONSIN

If the new motor vehicle you have purchased does not conform to its written warranty, you may be entitled to a replacement or refund under Wisconsin's "Lemon Law." That law states that a consumer may claim and receive a refund or replacement vehicle if all of the following are true:

- 1) the new vehicle has a condition or defect - covered by the vehicle's warranty - that substantially impairs its use, value, or safety.
- 2) the condition or defect is not the result of abuse, neglect, or unauthorized modification or alteration of the motor vehicle by the consumer.
- 3) before the warranty expires or within one year of delivery, whichever is sooner:
  - the same defect is subject to repair by the manufacturer, motor vehicle lessor, or authorized dealer at least four times and the problem continues; or
  - the motor vehicle is out of service for a total of 30 days because of defects covered by the vehicle's warranty. The 30 days need not be consecutive.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

BBB AUTO LINE decisions are binding on Kia but not the consumer. Kia will comply with the decision within 30 days after receiving notice of the consumer's acceptance. The decisions and findings of BBB AUTO LINE may be admissible as evidence in any court action.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

To further demonstrate our commitment to your satisfaction with your Kia vehicle, there may be times when Kia will establish a special policy adjustment program for your particular vehicle model, which will pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call the Kia Consumer Assistance Center listed below or check with your dealer to determine whether any special policy adjustment program is applicable to your vehicle.

KIA

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**NOTICE TO CONSUMERS STATE OF WYOMING**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 41-43 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

Consumer Assistance Center  
Kia Motors of America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410  
1-800-333-4KIA

**Notes**

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