2014 MY KIA SOUL HEADLAMP MULTI-FUNCTION SWITCH
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A

Q.1 Why is Kia extending the New Vehicle Limited Warranty on the headlamp multi-function switch?

A.1 Kia takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for the headlamp multi-function switch assembly in the event the contact points in the multi-function switch become worn and result in intermittent headlamp flickering.

Q.2 What is the term of the warranty extension on the headlamp multi-function switch assembly?

A.2 Kia is extending the New Vehicle Limited Warranty coverage for the headlamp multi-function switch assembly from 5-years/60,000-miles to 15-years/unlimited-mileage from the date of first service.

Q.3 What vehicles are covered under the terms of this warranty extension?

A.3 All 2014 MY Kia Soul vehicles produced from July 21, 2013 through June 20, 2014.

Q.4 Does this warranty extension also extend the warranty on other vehicle components?

A.4 No. This warranty extension is limited to the headlamp multi-function switch assembly and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.

Q.5 What should vehicle owners do when they receive the warranty extension notice?

A.5 Owners are to contact their nearest Kia dealer to have their vehicle diagnosed and repaired in the event of flickering headlamps. Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. Owners are to provide the letter to their servicing dealer when seeking service. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.

Q.6 The headlamps are flickering. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A.6 Yes. If, at any time within the extended warranty period, the headlamps begin to flicker on and off, the Kia dealership will diagnose the cause at no cost to the vehicle owner.

If the diagnosis indicates the headlamp multi-function switch is worn, Kia will replace the headlamp multi-function switch assembly ***at no cost****.*

Q.7 What happens if the flickering headlamp is due to an issue unrelated to the headlamp multi-function switch?

A.7 If another issue exists with the headlamp system, the vehicle owner will be advised of that condition and of the expense of the repair needed to correct the condition as those repairs will not be covered by this warranty extension.

Q.8 Does the warranty extension apply to used vehicles?

A.8 Yes, provided the vehicle falls within the parameters of this warranty extension (15 years from the date of first service by the original vehicle owner).

Q.9 If an owner has an immediate question, where can they get further information?

A.9 The customer can contact their local Kia dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Q.10 What about owners who may have already paid to have this issue remedied?

A.10 Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Owners should mail the Request for Reimbursement form along with their documentation directly to Kia for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)