	Customer Satisfaction Bulletin 1901	**Issued Date** April 2019
	Subject 2011-2013 MY Sorento XMA Halogen Headlamp Low Beam Connector (WTY012)	

Kia Motors America is extending the New Vehicle Limited Warranty coverage, to all owners, for the **halogen headlamp low beam connector(s)** on some **2011- 2013 MY(XMa) Sorento vehicles** from 5-years/60,000 miles to 10 years and unlimited miles starting from the date of first service.

Warranty coverage of the halogen headlamp low beam connector has been extended for customers who experience an inoperable low beam bulb. Refer to **TSB ELE179 Halogen Connector Replacement** for repair procedures and complete details.

If at any time during the extended warranty period a customer presents a complaint relating to flickering in one of the low beams dealers should duplicate the concern and inspect and diagnose the cause of failure at no cost to the customer.

- If after inspection the Kia dealer finds the failure to be unrelated to the complaint described in this bulletin, the dealer must inform the customer the concern is not eligible for the warranty extension and the cost of correction would be at the owner's expense

- If the inspection indicates the complaint is related to the defect described in this bulletin, the Kia dealer should replace the low beam connector wiring harness at no cost to the customer in accordance with the claim procedures in this bulletin.

- Owner's that have experienced this issue to remedy this concern prior to the date of the notice, should mail the 'Request for Reimbursement form' provided in their notification letter, along with their documentation directly to Kia for review and consideration.

All standard warranty policies and claims processing procedures are in effect and **all claims must be coded according to the table below.**

This warranty extension is NOT a service campaign that requires mandatory repair for all eligible vehicles. Unless the vehicle exhibits inoperable low beam halogen bump the low beam connector should not be replaced under this warranty extension. Only the affected headlamp connector should be replaced.

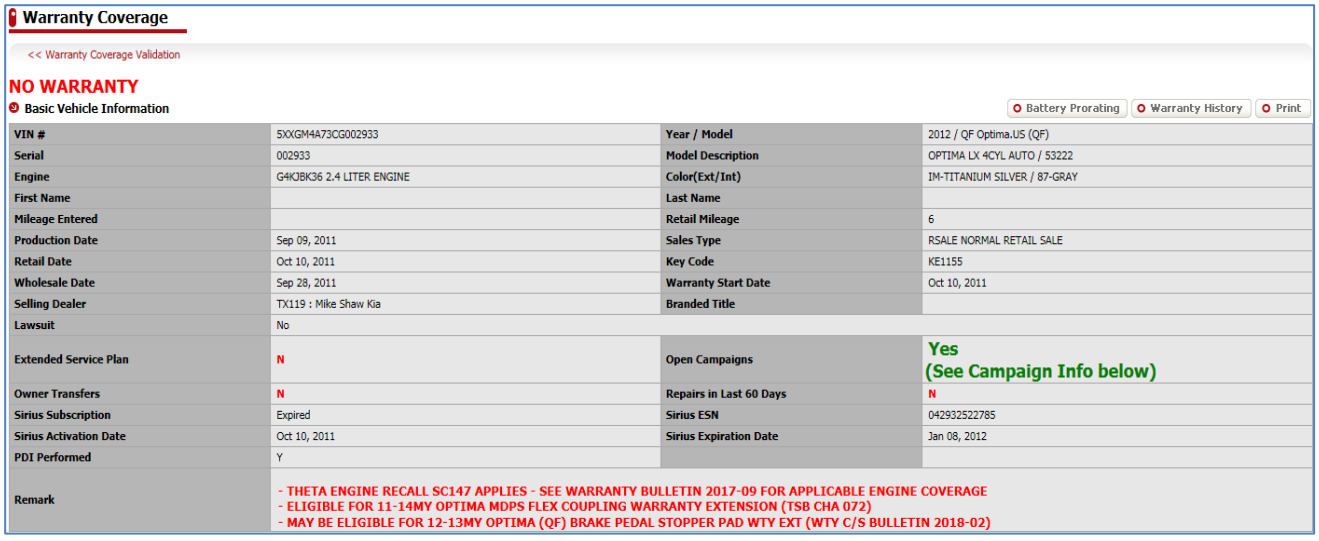
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WARRANTY INFORMATION:

N Code: I11 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	92101 1U200	0	Halogen Low Beam Bulb Connector Replacement, LH	92165F02	0.3 M/H	92165 1U000QQK	1
	92102 1U200	0	Halogen Low Beam Bulb Connector Replacement, RH	92165F03	0.3 M/H	92165 1U000QQK	1
	92102 1U200	0	Halogen Low Beam Bulb Connector Replacement, Both (LH & RH)	92165F04	0.4 M/H	92165 1U000QQK	2

Vehicles eligible for this warranty extension are identified in the "Remark" section of the Warranty Coverage Validation screen in Web DCS as shown below:



Warranty Coverage

<< Warranty Coverage Validation

NO WARRANTY

Basic Vehicle Information

Battery Prorating | Warranty History | Print

VIN #	5XXGM4A73CG002933	Year / Model	2012 / QF Optima.US (QF)
Serial	002933	Model Description	OPTIMA LX 4CYL AUTO / 53222
Engine	G4KJBK36 2.4 LITER ENGINE	Color(Ext/Int)	IM-TITANIUM SILVER / 87-GRAY
First Name		Last Name	
Mileage Entered		Retail Mileage	6
Production Date	Sep 09, 2011	Sales Type	RSALE NORMAL RETAIL SALE
Retail Date	Oct 10, 2011	Key Code	KE1155
Wholesale Date	Sep 28, 2011	Warranty Start Date	Oct 10, 2011
Selling Dealer	TX119 : Mike Shaw Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	N	Open Campaigns	Yes (See Campaign Info below)
Owner Transfers	N	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	042932522785
Sirius Activation Date	Oct 10, 2011	Sirius Expiration Date	Jan 08, 2012
PDI Performed	Y		
Remark	- THETA ENGINE RECALL SC147 APPLIES - SEE WARRANTY BULLETIN 2017-09 FOR APPLICABLE ENGINE COVERAGE - ELIGIBLE FOR 11-14MY OPTIMA MDPS FLEX COUPLING WARRANTY EXTENSION (TSB CHA 072) - MAY BE ELIGIBLE FOR 12-13MY OPTIMA (QF) BRAKE PEDAL STOPPER PAD WTY EXT (WTY C/S BULLETIN 2018-02)		

Always run a warranty validation to determine if the warranty has been extended for a vehicle PRIOR to repairs (Web DCS>Service> Warranty Coverage> Warranty Coverage Inquiry)