2011-2013 MY SORENTO HEADLAMP LOW BEAM CONNECTOR
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A

Q.1 Why is Kia extending the New Vehicle Limited Warranty on the headlamp low beam connector wiring harness?

A.1 Kia takes pride in providing its customers with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage, to all owners of the 2011-2013 MY Sorento vehicles, for the halogen headlamp low beam connector wiring harness

Q.2 What is the term of the warranty extension on the halogen headlamp low beam connector wiring harness?

A.2 Kia is extending the New Vehicle Limited Warranty coverage for the halogen headlamp low beam connector wiring harness from 5-years/60,000-miles to 10-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 2011-2013 MY Sorento vehicles produced from October 24, 2009 through January 31, 2013.

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

A.4 No. This warranty extension is limited to the halogen headlamp low beam connector wiring harness 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 If the headlamps are operating correctly, no action is required. In the event that the vehicle's headlamp(s) is/are flickering, owners are to contact their nearest authorized Kia dealer to have their vehicle diagnosed and repaired. 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 headlamp(s) is/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 headlamp(s) begin to flicker on and off, an authorized Kia dealership will diagnose the cause at no cost to the vehicle owner.

If the diagnosis indicates the halogen headlamp low beam connector is losing electrical contact, Kia will replace the halogen headlamp low beam connector wiring harness ***at no cost.***

Q.7 What happens if the flickering headlamp is due to an issue unrelated to the halogen headlamp low beam connector wiring harness?

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 (10 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)