



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

VOLUNTARY SERVICE CAMPAIGN

December 17, 2014

Dear Kia Sedona Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to reprogram the Body Control Module logic in the 2015 model year Kia Sedona vehicles with the EX, SX and SXL (Limited) trim packages.

Why is Kia conducting this service campaign?

- The factory design of your vehicle automatically locks the doors when the gear shifter is moved out of the Park (P) position into Reverse (R), Neutral (N) or Drive (D). The EX, SX and SXL (Limited) trim packages also allow the driver to modify or disable the auto door lock feature, which can create uncertainty for other drivers of the vehicle as to whether the doors are locked or unlocked as they start driving. To ensure that all drivers have certainty that the vehicle doors are locked, Kia is improving the system logic so that all doors lock when the gear shifter is moved out of the Park (P) position into Reverse (R), Neutral (N) or Drive (D).

What Will Kia Do?

- Kia dealers will reprogram the computer logic on your vehicle. This work will be performed at Kia's expense at no cost to you.
- Kia dealers will also affix stickers to your Owner's Manual and Features and Function Guide consistent with this improved door lock logic so that anyone can reference those manuals for correct information.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to repair your vehicle can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you 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.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department