



## **VOLUNTARY SERVICE CAMPAIGN**

May 5, 2014

Dear Kia Sportage Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to add additional anti-corrosion wax and undercoating to the underbody of certain 2005-2010 MY Sportage vehicles that are currently registered in the states where heavy amounts of road salt are used.

### **Why is Kia conducting this service campaign?**

- Kia Motors Corporation is conducting this service campaign as a preventative measure against corrosion.

### **What Will Kia Do?**

- Kia will apply additional anti-corrosion wax and undercoating to the underbody on your vehicle when you take your vehicle to an authorized Kia dealership.

### **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.
- Read the information and follow the instructions in the "Underbody Maintenance" section of your owner's manual regarding the ongoing maintenance and cleaning of the underbody of your vehicle to limit the effects of road salt conditions in the future.

### **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](http://www.kia.com).

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

Sincerely,

Consumer Affairs Department