



Kia Motors America, Inc.

Corporate Headquarters

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

VOLUNTARY SERVICE CAMPAIGN

May 27, 2015

Dear Kia Sedona Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to replace the drum gear in the power sliding door release actuators to improve the functionality of the power sliding doors in certain 2015 model year Sedona vehicles.

Why is Kia Conducting This Service Campaign?

- Severe weather conditions involving temperatures of 14°F or lower could prevent the drum gear in the release actuator of your 2015 model year Sedona vehicle's power sliding doors from releasing, thus inhibiting latching. If this occurred, the sliding door would typically be pushed slightly open, and the door-open indicators including chimes, dashboard information telltales and dome lights would activate. Additional sound and visual messages would be received as you started driving your vehicle.

What Will Kia Do?

- Kia dealers will equip your vehicle's power sliding door release actuators with an improved part. This work will be performed at Kia's expense at no cost to you.

What Should You Do?

- Although this event would not occur in current weather conditions, 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 any 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