



**Kia Motors America, Inc.**

**Corporate Headquarters**

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

## **CUSTOMER SATISFACTION/WARRANTY EXTENSION PROGRAM**

August 23, 2016

Dear Kia Sorento Owner:

Kia Motors America, Inc. would like to thank you for purchasing a Kia Sorento. Because Kia values you as our customer, we are conducting a Customer Satisfaction Program regarding door latches in 2011 MY Sorento vehicles.

### **Why is Kia Conducting This Customer Satisfaction Program?**

Kia wants to ensure that your 2011 Sorento doors function appropriately. Kia has determined that, after extended usage over years, the door latches may not function properly when being activated with the outside handle and the door may not open (the door can be opened when any inside handle is activated, however).

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

- **FRONT DOOR LATCHES.** If the driver and/or front passenger door latches are properly functioning, Kia dealers will upgrade the driver and/or front passenger door latches by installing a spacer clip to the latches. If the driver and/or front passenger door latches are not properly functioning, Kia dealers will replace the driver and/or front passenger door latches. This upgrade or replacement will be performed at no cost to the customer. If one of the front door latches has already been replaced, the other front door latch will be upgraded or replaced at no cost to the customer.
- **REAR DOOR LATCHES.** In addition, Kia is **extending the warranty on the rear door latches** from 5 years/60,000 miles to 10 years/unlimited mileage, starting from the date of first service. If, at any time within the extended warranty period, you experience the condition described above, your Kia dealership will replace the rear door latches at no cost to you. The remainder of your basic warranty for components other than the rear door latches remains unchanged at 5 years/60,000 miles. All other warranty terms, limitations and conditions apply and remain unchanged.

### **What Should You Do?**

- **Contact your Kia dealer at this time to verify if your vehicle is eligible for the upgrade or replacement of the driver and/or front passenger door latches and, if needed, to schedule a service appointment to have the front door latches upgraded or replaced.** The time required to repair or replace the front door latches in your vehicle can vary depending on the dealer's work schedule. A service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- **Place this letter in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the rear door latches, preferably together with your vehicle's other warranty information.** If the need arises to seek service regarding the external handles on your rear doors, show this letter to your servicing Kia dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### **What If You Have Already Paid To Have This Situation Corrected?**

If you have experienced this issue and repaired it at your own expense prior to the date of this notice, you have the opportunity to obtain reimbursement for that expense whether or not you still own the vehicle. Please mail the attached Request for Reimbursement Form along with your 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  
1-800-333-4542

Kia will review and respond to your claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.

### **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 Customer Satisfaction Program 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

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**