



**CS1603/WTY005 – 2011 MY KIA SORENTO DOOR LATCHES
CUSTOMER SATISFACTION / WARRANTY EXTENSION PROGRAM
Q & A**

Q.1 Why is Kia conducting a Customer Satisfaction and Warranty Extension Program?

A.1 *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).*

Q.2 What will Kia do?

A.2 **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, the customer experiences the condition described above, the rear door latches will be replaced at no cost to the customer. The remainder of the 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.*

Q.3 What vehicles are covered under the terms of this customer satisfaction and warranty extension program?

A.3 *All 2011 MY Sorento vehicles.*

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

A.4 *No. This warranty extension is limited to the rear door latches. The remainder of the New Vehicle Limited Vehicle Warranty for components other than the rear door latches remain unchanged. All other warranty terms, limitations and conditions apply and remain unchanged.*

Q.5 What should vehicle owners do when they receive the customer satisfaction and warranty extension notice?

A.5 *Owners should:*

- *Contact a Kia dealer to verify if their 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.*
- *Place this letter in the vehicle's glove compartment for future ease of reference regarding the warranty extension on the rear door latches, preferably together with the vehicle's other warranty information.*



Q.6 Does the warranty extension apply to used vehicles?

A.6 *Yes, provided the vehicle falls within the parameters of this warranty extension (10 years/unlimited miles from the date of first service by the original vehicle owner).*

Q.7 If a customer has an immediate question, where can they get further information?

A.7 *The customer can contact their local 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.8 What about customers who may have already paid to have the front and/or rear door latches repaired or replaced?

A.8 *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)*