



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

Voluntary Emissions Service Campaign / Warranty Extension Program

September 19, 2016

Dear Kia Owner:

Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign / Warranty Extension Program regarding the evaporative canister in your vehicle.

Why is Kia conducting this service campaign?

Kia has determined that the following Kia vehicles originally sold or currently registered in states where heavy amounts of road salt are used, may exhibit an evaporative canister leak due to prolonged exposure to road salt:

Certain 2011-2015 MY Optima vehicles
Certain 2011-2015 MY Optima Hybrid vehicles
Certain 2009-2010 MY Rondo vehicles
Certain 2009-2014 MY Sedona vehicles

A leak in the evaporative canister may cause the vehicle to release air pollutants which exceed Federal and California emissions standards. These standards were established to protect your health and welfare from the dangers of air pollution.

What Will Kia Do?

- **VEHICLES ORIGINALLY SOLD OR CURRENTLY REGISTERED IN ONE OF THE TWENTY-EIGHT SALT BELT STATES:** For vehicles in the affected states (Alaska, Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, Kansas, Kentucky, Nebraska, North Dakota, South Dakota, Utah, and the District of Columbia), Kia dealers will inspect the evaporative canister, and if no leak is found, the mounting bracket will be replaced with a new improved part. If a crack in the evaporative canister is found, the evaporative canister will be replaced with a new improved part.
- **VEHICLES ORIGINALLY SOLD AND CURRENTLY REGISTERED IN ALL OTHER STATES.** Although this condition is heavily focused on the identified states, in order to ensure customer satisfaction, Kia is extending the warranty on **the evaporative canister from 5 years/60,000 miles to 10 years/120,000 miles, whichever occurs first 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 evaporative canister at no cost to you. The remainder of your new vehicle limited warranty for components other than the evaporative canister remains unchanged at 5 years/60,000 miles. All other warranty terms, limitations and conditions apply and remain unchanged.

What Should You Do?

- **CUSTOMERS WHO OWN VEHICLES ORIGINALLY SOLD OR CURRENTLY REGISTERED IN ONE OF THE SALT BELT STATES LISTED ABOVE:** Contact your Kia dealer to schedule a service appointment to have your vehicle inspected and repaired.
 - The time required to service your vehicle can vary, depending on the dealer's work schedule, therefore **we recommend scheduling a service appointment to minimize your inconvenience.** Present this notice when you arrive at the dealer.

- Having this emissions service campaign performed will help ensure your vehicle's full protection under the emissions warranty.
- Failure to have this service performed could cause your vehicle to fail an emission inspection (SMOG check) when required under State law. It could also be considered a lack of proper maintenance.
- **CUSTOMERS WHO OWN VEHICLES ORIGINALLY SOLD AND CURRENTLY REGISTERED IN ALL OTHER STATES:** Place this letter in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the evaporative canister, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the evaporative canister, 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 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):



Are You a Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days.

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 attached prepaid "Change of Address/Ownership" card and mail it to us.

Do you have other questions?

Should you have any questions regarding this 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 contact us 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

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