



Kia Motors America, Inc.

Corporate Headquarters

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2008-2011 MY Rio Front Passenger OCS Sensor Mat New Vehicle Limited Warranty Extension


PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

June 10, 2016

Dear Kia Rio Owner:

Kia Motors America's highest commitment is to your safety. To that end, Kia is extending the warranty coverage for the front passenger occupant classification system (OCS) sensor mat to **15 years with unlimited mileage**, starting from the date of first service. This warranty extension addresses failures of the OCS sensor mat as reported by some vehicle owners. The sensor mat is intended to detect child seats and small stature occupants who could be harmed by deployment of the passenger frontal air bag. If the sensor mat is not working properly, the OCS will not suppress the air bag. Accordingly, if a crash of sufficient severity occurs, the air bag will deploy even if the passenger seat is occupied by a child or small stature person.

What You Should Do:

- **CHECK THE AIR BAG WARNING LIGHT.** Start your Rio vehicle's engine, and observe the airbag warning light  on the instrument panel. The location of the airbag warning light is further described in the Airbag section of your Owner's Manual.
 - If the airbag warning light on the instrument panel is illuminated for 6 seconds and turns off after the engine has started, your airbag system works normally. **You do not need to contact your Kia dealer.**
 - If the airbag warning light NEVER illuminates OR if the airbag warning light remains illuminated after the engine has started, contact your Kia dealer to schedule a system diagnosis. **You will not be charged for this diagnosis.**

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):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your glove compartment, together with your vehicle's other warranty information, for reference by any servicing dealer and as a record of the extended warranty in the event that a problem with the airbag system occurs. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- **AVOID PLACING SHARP AND HEAVY OBJECTS ON THE FRONT PASSENGER SEAT.** Your Owner's Manual cautions you not to place sharp objects or heavy objects on the front passenger seat of your vehicle. Please follow this instruction at all times.
- **AVOID PLACING INFANTS AND YOUNG CHILDREN IN THE FRONT PASSENGER SEAT.** Never place infants or young children in the front passenger seat, either on the seat itself OR in a child seat. Please review your Owner's Manual for detailed information regarding this important safety action.

- **AVOID PLACING AN ELECTRONIC DEVICE SUCH AS A LAPTOP COMPUTER ON THE FRONT PASSENGER SEAT.** Your Owner's Manual warns you not to place an electronic device such as a laptop computer on the front passenger seat since it may defeat the proper functioning of the OCS. Its electronic field may cause the OCS to switch to the "ON" condition and thus allow the passenger airbag to deploy needlessly in a collision, increasing your repair costs.

Warranty Extension Coverage:

- If, at any time within the extended warranty period, the airbag warning light is illuminated, your Kia dealership will diagnose the cause **at no cost to you.**
- If the diagnosis indicates the condition is caused by a failed passenger seat OCS sensor mat that is not caused by obvious external damage to the OCS sensor mat, Kia will replace the sensor mat **at no cost to you.** If another issue exists with your airbag system, you will be advised of that condition and of the expense of the repair needed to correct the condition.
- This supplement to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including external damage to the seat due to abuse, fire or water.

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 or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle. You can also contact the Consumer Assistance Center phone number listed above.

What If You Have Other Questions?

- Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact 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.

We hope that this warranty extension demonstrates Kia's commitment to your safety. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Consumer Affairs Department

*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.***