

**2011-2015 MY SORENTO DRIVER'S FRONT AIRBAG CLOCK SPRING ASSEMBLY
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A**

Q.1 Why is Kia extending the warranty on the airbag clock spring assembly?

A.1 *Kia Motors America's highest commitment is to your safety. This warranty extension addresses failures of the driver's front airbag clock spring assembly as reported by some vehicle owners. The clock spring is an electrical connection which rotates with the steering wheel to maintain proper functioning of the airbag unit. Kia's system is designed to illuminate the airbag warning light when electrical resistance increases, which can be contributed to by usage patterns and environmental conditions. Illumination of the airbag warning light advises you to have the system inspected and repaired. If continued to be used without repair, the driver's airbag may eventually not deploy in a frontal impact.*

Q.2 What is the term of the warranty extension on the airbag clock spring assembly?

A.2 *Kia is extending the warranty coverage for the driver's front airbag clock spring assembly to 15 years with unlimited mileage from the date of first service.*

Q.3 What vehicles are covered under the terms of this warranty extension?



A.3 *All 2011-2015 MY Sorento vehicles manufactured from 10/24/2009 through 12/17/2014 are covered under the terms of this warranty extension.*

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

A.4 *No. This warranty extension is limited to the driver's front airbag clock spring assembly and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty*

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

A.5 *Owners should:*

- **CHECK THE AIRBAG WARNING LIGHT.** It is easy to check your airbag system. Start your Sorento 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. The airbag light should illuminate for 6 seconds while the control unit is being checked. The light should cease to illuminate and remain off while operating the vehicle.
 - **AIRBAG SYSTEM FUNCTIONS PROPERLY.** If the airbag warning light  operates as described above, **you do not need to contact your Kia dealer.** However, place this letter in your glove compartment as a record of the extended warranty this letter provides.
 - **AIRBAG SYSTEM IS NOT FUNCTIONING PROPERLY.** If the airbag warning light  remains illuminated after the engine has been on for more than 6 seconds, or if the light illuminates, contact your Kia dealer to schedule a system diagnosis to determine if the clockspring requires replacement. **You will not be charged for this diagnosis, regardless of the condition causing the light to illuminate.**

Q.6 The airbag warning light is illuminated. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

- A.6 *Yes. If, at any time within the extended warranty period, the airbag warning light is illuminated, or if the airbag warning light never illuminates at startup, the Kia dealership will diagnose the cause at no cost to the vehicle owner.*

*If the diagnosis indicates the airbag warning light is illuminated as the result of clock spring concerns, Kia will replace the driver's front airbag clock spring assembly **at no cost**.*

Q.7 What happens if the illumination of the airbag warning light is due to an issue unrelated to the airbag clock spring assembly?

- A.7 *If another issue exists with the airbag system, the vehicle owner will be advised of that condition and of the expense of the repair needed to correct the condition as those repairs will not be covered by this warranty extension.*

Q.8 Does the warranty extension apply to used vehicles?

- A.8 *Yes, provided the vehicle falls within the parameters of this warranty extension (15 years from the date of first service by the original vehicle owner).*

Q.9 If a customer has an immediate question, where can they get further information?

- A.9 *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.10 What about customers who may have already paid to have the airbag clock spring assembly repaired?

- A.10 *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)*