



Kia Motors America, Inc.

Corporate Headquarters

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

VOLUNTARY SERVICE CAMPAIGN

November 16, 2017

Dear Kia K900 Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to affix a warning label to the seatbelt anchor pretensioner covers on all 2015-2017 MY Kia K900 vehicles.

Why is Kia Conducting This Service Campaign?

The front seatbelt assemblies in your vehicle are locked to the seatbelt anchor pretensioner. During a collision repair or other repair involving either of these components, the Kia service procedure for connecting these components must be followed. If the Kia procedure is not followed, there is a chance that the connection would not be fully locked.

What Will Kia Do?

To provide a clear understanding of the locked position of this connection, Kia dealers have been instructed to affix a warning label to the seatbelt anchor pretensioner cover at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment to have the labels affixed. The time required to attach the label 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.
- 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*):



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 Voluntary Service 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 through the owner's section of www.kia.com.



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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.**