



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

VOLUNTARY SERVICE CAMPAIGN

July 24, 2018

<Mail Merge – Customer Name
Address1
Address2
Address3>

Your Case Number: <Case#>

Dear Sunset Yellow Kia Stinger Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign to repaint certain areas of the 2018 MY Sunset Yellow Kia Stinger vehicles.

What Is The Problem?

An error occurred during the factory paint process of Sunset Yellow Stinger vehicles affecting paint adherence that may result in some paint chipping on certain affected areas. The affected areas include the exterior metal panels such as the hood, doors, windshield pillars and deck lid.

What Will Kia Do?

- Your Kia dealer will arrange for the repaint of the affected areas of the vehicle by paint professionals in accordance with Kia specifications at no cost to you.
- You will be provided with alternate transportation for the duration of the repairs.
- For customer satisfaction purposes, Kia will also provide you with a financial goodwill gesture of five thousand dollars (\$5,000) when the repaint has been completed. See the attached Questions and Answers (Q&A) document for additional details and options available to you.

What Should You Do?

- Since courtesy calls have been placed to all affected vehicle owners prior to the mailing notice for this campaign in an effort to provide customers with individual contacts at the Kia Consumer Assistance Center, please contact your representative for assistance with repair appointment scheduling. Contact information provided below.

What If You Have Other Questions?

Attached is a Question and Answer (Q&A) document for your reference.

We suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. Alternatively, as we have already established a case for you (see case number at the top of this letter), you may communicate with the Kia Consumer Assistance Center online by visiting:

1. <https://ksupport.kiausa.com/ConsumerAffairs>
2. Select the option to "*Add Note or Attachment to Existing Case*"
3. Enter Case Number, Last Name and Email Address and Click "*Validate*"
4. Add Notes in the Notes box (you can even add attachments if desired) and Click "*Update Message*"
5. You will receive a confirmation email when your case has been successfully updated

A Consumer Assistance Center representative will be notified of your message and will respond accordingly.

On behalf of Kia Motors, we apologize for this situation and are committed to your satisfaction. Thank you for your support of the Kia brand.

Sincerely,

Consumer Affairs Department