



Kia Motors America, Inc.

Corporate Headquarters

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

2011-2013 MY SORENTO HEADLAMP LOW BEAM CONNECTOR WIRING HARNESS NEW VEHICLE LIMITED WARRANTY EXTENSION

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

April 22, 2019

Dear Kia Sorento Owner:

Kia Motors America, Inc. takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage, **to all owners** of 2011-2013 MY Kia Sorento vehicles, for the halogen headlamp low beam connector wiring harness from 5-years/60,000-miles to 10-years/unlimited-miles, starting from the date of first service. The headlamp connectors may lose electrical contact with a low beam bulb in one of the headlamp assemblies. This condition on the affected headlamp does not affect the other low beam. In addition, the high beams continue to function at all times.

What Should You Do?

- If one of your low beams flickers or otherwise does not operate correctly, contact an authorized Kia dealership to make an appointment to have your vehicle diagnosed and repaired. If this condition occurs turn on your high beams until you have your vehicle repaired.
- 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 vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

Warranty Extension Coverage:

- If, at any time within the extended warranty period, the low beam headlamps flicker or otherwise does not operate correctly, your Kia dealership will diagnose the cause **at no cost to you.**
- If the diagnosis indicates the condition is caused by the headlamp connectors losing electrical contact with a low beam bulb in one of the headlamp assemblies, Kia will replace the low beam connector wiring harness in your vehicle **at no cost to you.**

- 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 headlamp assemblies.

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 continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

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.**