



**Kia Motors America, Inc.**

**Corporate Headquarters**

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

T 1 949 468 4800 F 1 949 468 4905



## **2011-2015 MY Sorento Airbag Clock Spring Assembly New Vehicle Limited Warranty Extension**

**PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**



August 14, 2019

Dear Kia Sorento Owner:

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

### **What You Should Do:**

- **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.**
- To find your nearest dealer, visit [www.kia.com](http://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, preferably together with your vehicle's other warranty information. When seeking service due to an airbag warning light illumination, refer this letter to your serving 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 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 clockspring assembly, Kia will replace it **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.

**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. 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](http://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 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.**