


**2011-2015 MY SORENTO OCCUPANT DETECTION SYSTEM (ODS) SENSOR PAD
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A**

Q.1 Why is Kia extending the warranty on the front passenger Occupant Detection System (ODS) Sensor Pad?

A.1 *This warranty extension addresses failures of the front passenger ODS sensor pad as reported by some vehicle owners. The ODS Sensor Pad is designed to detect the presence of a properly seated front passenger and determine if the passenger's front air bag should be enabled (may inflate) or not. The ODS Sensor Pad can become damaged from liquids being spilled repeatedly onto the seat. If this occurs, Kia's system is designed to illuminate the airbag warning light  on the instrument panel to alert the driver of a potential problem with the airbag system so that the system can be inspected and repaired as soon as possible.*

Q.2 What is the term of the warranty extension on the front passenger Occupant Detection System Sensor Pad?

A.2 *Kia is extending the warranty coverage for the front passenger's ODS Sensor Pad to 15 years with unlimited mileage from the date the vehicle was first put into 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 front passenger ODS Sensor Pad 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 the vehicle's airbag system. Start 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 the 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, **the vehicle owner does not need to contact a Kia dealer.** However, the owner should place this letter in the 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 comes on by itself later, the owner should contact a Kia dealer to schedule a system diagnosis to determine if the ODS Sensor Pad needs replacement as soon as possible. **The vehicle owner will not be charged for this diagnosis, regardless of the condition causing the light to illuminate.***

Owners should also review the warnings in the ODS section of the owner's manual and on the backside of the vehicle's sunvisor label.

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 ODS Sensor Pad concerns, Kia will replace the front passenger's ODS Sensor Pad **at no cost**.

Q.7 What happens if the illumination of the airbag warning light is due to an issue unrelated to the ODS Sensor Pad?

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/unlimited mileage from the date the vehicle was first put into 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 front passenger ODS Sensor Pad repaired?

A.10 If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)