



March 2, 2021

Attention: All Dealer Parts and Service Managers

Kia Motors America, Inc. is extending the warranty coverage, **to all owners** of 2011-2014 MY Sedona vehicles equipped with Power Sliding Doors, for Power Sliding Door difficulty latching issues from 5-years/60,000-miles to 15-years/unlimited-miles starting from the date the vehicle was first put into service. The power sliding door may not completely latch upon closing.

If, at any time during the extended warranty coverage, the vehicle's power sliding door does not completely latch upon closing, Kia dealers are to diagnose the cause at no cost to the customer. If the diagnosis indicates the condition is caused by the Remote Controller or Door Latches, which are the main components that can cause this condition, dealers are to replace the part at no cost to the customer.

This is NOT a service campaign that requires mandatory repair for all eligible vehicles. Unless the vehicle's power sliding door exhibits the incomplete latching condition upon closing, above-mentioned components should not be replaced under this warranty extension program.

NOTE: This supplement to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including incomplete latching due to abuse, neglect, or external damage to the power sliding door assembly.

During the week of **March 2, 2021**, the Technical Service Bulletin that provides vehicle repair procedures will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com and the Warranty Bulletin describing this warranty extension will be posted on www.kdealer.com.

Kia will notify owners of the warranty extension starting **March 4, 2021**. Note that owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense, by submitting their receipts online to Kia via the Owners section of www.kia.com or by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department