

**2011-2014 MY SEDONA POWER SLIDING DOOR LATCHING
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A
March 2, 2021**

Q.1 Why is Kia extending the warranty on the power sliding door due to difficulty latching?

A.1 *Kia Motors America, Inc. takes pride in providing you with high quality and dependable vehicles. This warranty extension addresses power sliding door not completely latching upon closing as reported by some vehicle owners.*

Q.2 What is the term of the warranty extension on the power sliding door difficulty latching issue?

A.2 *Kia is extending the warranty coverage for power sliding door difficulty to latch issues 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 2011-2014 MY Sedona vehicles equipped with the power sliding doors.*

Q.4 Does this warranty extension also extend the warranty on other vehicle components?

A.4 *No. This warranty extension is limited to the power sliding door difficulty latching issues 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 *In the event your power sliding door does not latch completely upon closing, the open-door indicators, including chimes, dashboard telltales, and dome lights, would activate. Additional audio and visual alerts would activate as the vehicle starts to be driven away with a power sliding door not fully closed. If these symptoms occur, customers are instructed to contact the nearest authorized Kia dealer to have their vehicle diagnosed.*

Vehicle owners are to retain this letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. When seeking service, the customer is to provide this letter to their servicing dealer. If the customer sells their vehicle, they are to make sure to include this letter with the documents provided to the buyer.

Q.6 The power sliding door is not latching. 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 power sliding door does not latch completely, the Kia dealership will 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, Kia will replace the part **at no cost to the customer.***

Q.7 Does the warranty extension apply to used vehicles?

A.7 *Yes, provided the vehicle falls within the parameters of this warranty extension (15 years from the date the vehicle was first put into service by the original vehicle owner).*

Q.8 If a customer has an immediate question, where can they get further information?

A.8 *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.9 What about customers who may have already paid to have the power sliding door latching repaired?

A.9 *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 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
1-800-333-4KIA (4542)*