



March 16, 2021

**Attention: All Dealer Principals**

Kia Motors America, Inc. is extending the warranty coverage for the door latches, for **the original or subsequent owners** of certain 2017 MY Sportage vehicles, from 5-years/60,000-miles to 10-years/unlimited-miles starting from the date the vehicle was first put into service. Kia has determined that, over time and extended use, the door latches may not function properly when the outside handle is pulled. If the door latch is not functioning properly, the door may not open. The door(s) can be opened by pulling any inside handle, provided the rear door child safety locks are not engaged.

If, at any time during the extended warranty coverage, the customer vehicle's door latches exhibit the condition described above, Kia dealers are to diagnose and replace the door latches with this condition at no cost to the customer.

During the week of **March 16, 2021**, the Technical Service Bulletin that provides vehicle repair procedures will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) and the Warranty Bulletin describing this warranty extension will be posted on [www.kdealer.com](http://www.kdealer.com).

Kia will notify owners of the warranty extension starting **March 19, 2021**.

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