Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

2017 MY SPORTAGE DOOR LATCHES
NEW VEHICLE LIMITED WARRANTY EXTENSION

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

March 19, 2021

Dear Kia Sportage Vehicle Owner:

Kia Motors America, Inc. takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for the door latches, for **original and 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 the inside handle (provided the rear door child safety locks are not engaged).

Warranty Extension Coverage:

- If, at any time within the extended warranty period, you experience the condition described above with any of your vehicle's door latches, your authorized Kia dealership will diagnose and replace the door latches with this condition **at no cost to you.**

- This supplement to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including the door latch not functioning properly with the outside handle due to abuse, neglect or external damage to the door latches.

What Should You Do?

- In the event any of your front or rear doors are difficult to open from the outside, contact the nearest authorized Kia dealer to have the door latches with this condition diagnosed and replaced.

  To find your nearest dealer, visit 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 vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with 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
1-800-333-4542

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.

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

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, we suggest that you 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.

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. 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.***