



**2015-2016 MY KIA SEDONA MULTI-FUNCTION SWITCH
NEW VEHICLE LIMITED WARRANTY EXTENSION - WTY022**

Q & A

July 7, 2021

Q1. Why is Kia extending the New Vehicle Limited Warranty on the multi-function switch assembly?

A1. Kia 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 multi-function switch assembly. This warranty extension is to address any concerns with the functionality of the multi-function switch assembly at no cost to the customers (does not include replacement of bulbs due to normal wear).

Q2. What is the term of the warranty extension on the multi-function switch assembly?

A2. Kia is extending the New Vehicle Limited Warranty coverage for the multi-function switch assembly from 5 years/60,000 miles to 15 years/unlimited miles, starting from the date the vehicle was first put into service.

Q3. What vehicles are covered under the terms of this warranty extension?

A3. All 2015-2016 MY Sedona vehicle owners.

Q4. Does this warranty extension also extend the warranty on other vehicle components?

A4. No. This warranty extension is limited to the multi-function switch assembly and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.

Q5. What should vehicle owners do when they receive the warranty extension notice?

A5. Owners are to contact their nearest Kia dealer to have their vehicle diagnosed and repaired in the event of issues with headlamps, tail lamps, turn signals, and/or fog lamps. Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. Owners are to provide the letter to their servicing dealer when seeking service. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.

Q6. There are concerns with the vehicle's headlamps, tail lamps, turn signals, and/or fog lamps. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A6. Yes. If, at any time within the extended warranty period, concerns related to the functionality of the multi-function switch assembly, the Kia dealership will diagnose the cause at no cost to the vehicle owner.

*If the diagnosis indicates that the multi-function switch assembly needs to be replaced, Kia will replace the multi-function switch assembly **at no cost to the vehicle owner.***

Q7. What happens if the concerns with the vehicle's headlamps, tail lamps, turn signals, and/or fog lamps are due to an issue unrelated to the multi-function switch?

A7. If another issue exists with the 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.

Q8. Does the warranty extension apply to used vehicles?

A8. Yes, provided the vehicle falls within the parameters of this warranty extension (15 years starting from the date the vehicle was first put into service).

Q9. If an owner has an immediate question, where can they get further information?

A9. The customer can contact their local Kia dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Q10. What about owners who may have already paid to have this issue remedied?

A10. 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. They 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 at the following address:

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