



WTY024 - 3RD ROW CENTER SEAT BELT RETRACTOR WEBBING GUIDE
2015-2018 MY KIA SEDONA VEHICLES
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A
February 3, 2022

Q1. Why is Kia extending the warranty on the 3rd Row Center Seat Belt Retractor Webbing Guide?

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 repairs related to the 3rd Row Center Seat Belt Retractor Webbing Guide. A dislodged or detached webbing guide of the 3rd row center seat belt can cause incomplete retraction when stowing the seat belt into the headliner, resulting in the seat belt dangling from the roof. This warranty extension is to address this specific concern with the 3rd row center seat belt webbing guide.*

Q2. What is the term of the warranty extension on the 3rd Row Center Seat Belt Retractor Webbing Guide?

A2. *Kia is extending the New Vehicle Limited Warranty coverage for the repairs related to the 3rd Row Center Seat Belt Retractor Webbing Guide from 5 years/60,000 miles to 15 years/Unlimited miles, whichever comes first, 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 2015-2018 MY Sedona vehicles manufactured from July 21, 2014 through December 6, 2017.*

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

A4. *No. This warranty extension is limited to the 3rd Row Center Seat Belt Retractor Webbing Guide 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 should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. However, owners are to contact their nearest Kia dealer to have their vehicle diagnosed if the 3rd row center seat belt does not fully retract into the headliner resulting in the seat belt dangling from the roof. 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. If the customer experiences incomplete retraction of the 3rd row center seat belt, resulting in the seat belt dangling from the roof, 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 incomplete retraction of the 3rd row center seat belt resulting in the seat belt dangling from the roof occur, Kia dealership will diagnose and replace the webbing guide of the 3rd row center seat belt with an improved one **at no cost to the vehicle owner.***

Q7. What happens if the concerns with the incomplete retraction of the 3rd row center seat belt resulting in the seat belt dangling from the roof is due to an unrelated issue?

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 / Unlimited miles, whichever comes first, 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)*