



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2015-2018 MY KIA SEDONA VEHICLES  
3RD ROW CENTER SEAT BELT RETRACTOR WEBBING GUIDE  
NEW VEHICLE LIMITED WARRANTY EXTENSION**

**PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**

February 8, 2022

Dear Kia Sedona Owner:

Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, **Kia is extending the New Vehicle Limited Warranty coverage for repairs related to the 3<sup>rd</sup> Row Center Seat Belt Retractor Webbing Guide for all 2015-2018 MY Sedona vehicles 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.** A dislodged or detached webbing guide of the 3<sup>rd</sup> 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 3<sup>rd</sup> row center seat belt webbing guide at no cost to you.

**Warranty Extension Coverage:**

- If, at any time within the extended warranty period, the 3<sup>rd</sup> row center seatbelt does not fully retract into the headliner resulting in the seat belt dangling from the roof, your authorized Kia dealership will replace the webbing guide of the 3<sup>rd</sup> row center seat belt with an improved one **at no cost to you.**
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

**What Should You Do?**

- If you experience this condition, contact the nearest authorized Kia dealer to have your vehicle repaired as soon as possible.
- NOTE: This condition does NOT affect the normal operation of the seat belt when it is properly buckled around the seat occupant. Please reference your vehicle's Owner's Manual for proper seat belt use.
- To find your nearest dealer, visit [www.kia.com](http://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](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the 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 attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

### 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, please contact 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](http://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**