



Kia America, Inc.

Corporate Headquarters

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

**2014-2018 MY KIA SORENTO 3.3L VEHICLES
OIL PRESSURE SWITCH LEAKING
NEW VEHICLE LIMITED WARRANTY EXTENSION**


PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

April 7, 2022

Dear Kia Sorento 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 that may be necessary to address an Oil Pressure Switch leak in 2014-2018 MY Sorento vehicles equipped with 3.3L GDI Engine from 5 years/60,000 miles to 15 years/150,000 miles, whichever comes first, starting from the date the vehicle was first put into service. This warranty extension is to address the Oil Pressure Switch leaking condition at no cost to you during this extended warranty period.

Warranty Extension Coverage:

- If you notice engine oil is leaking from the engine or if the Engine Oil Pressure Warning Light  stays illuminated after the engine is turned ON, it is alerting you of a potential problem with your vehicle's engine oil system. Drive carefully to a safe location and stop your vehicle. Turn the engine OFF and check the engine oil level (more information can be found in the "Engine Oil" section of your Owner's Manual). If the level is low, add oil as required and take your vehicle to an authorized Kia dealer for diagnosis as soon as possible. Your authorized Kia dealership will diagnose the cause at no cost to you during the extended warranty period.
- Also, at any time within the extended warranty period, should the cause of the engine oil leak and/or illumination of the Engine Oil Pressure Warning Light be determined to originate from the Oil Pressure Switch, your authorized Kia dealership will replace the oil pressure switch **at no cost to you under this warranty extension.**
- 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 notice engine oil is leaking from the engine or if the warning light stays illuminated, contact the nearest authorized Kia dealer to have your vehicle diagnosed as soon as possible.
- If oil is NOT leaking from the engine or the Engine Oil Pressure Warning Light DOES NOT remain illuminated after the engine is turned ON, you DO NOT need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.
- 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 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.

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*