



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

VOLUNTARY SERVICE CAMPAIGN

October 6, 2022

Dear Kia Cadenza Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to replace the front coil springs in certain 2015 MY Kia Cadenza vehicles that were originally sold in, or are currently registered in, states with high road salt usage.

Why is Kia Conducting This Service Campaign?

Front coil spring corrosion can occur on vehicles that are not well maintained in the states with high road salt usage. If a corroded front coil spring is not replaced during scheduled maintenance service visits, the spring may break. If this occurs, customers may experience vibration, clicking/grinding noise, as well as a decreased ride height of the front of vehicle. A broken front coil spring may have some impact on the vehicle's ride and handling quality, but it does not result in a loss of control.

What Will Kia Do

Kia dealers will replace the front coil springs with new ones. This campaign will be performed **free of charge at no cost to you.**

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the repair can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- Read the information and follow the instructions in the section titled "Maintenance Section - Underbody Maintenance" of your owner's manual regarding the ongoing maintenance and cleaning of the underbody of your vehicle to limit the effects of road salt conditions in the future. If proper underbody maintenance is not followed, accelerated rusting can occur on underbody parts such as the fuel lines, frame, floor pan, and suspension and driveline components, as well as to the steering, brake, and exhaust systems.
- 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*):



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.

What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this situation may cause you.

Sincerely,

Consumer Care 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.***