



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

## IMPORTANT ANTI-THEFT SOFTWARE UPGRADE AVAILABLE ON YOUR VEHICLE AT NO COST

(Insert VIN)

May 19, 2023

Dear Kia Rio Vehicle Owner:

To address recent social media “challenges” encouraging young people to break-in and steal certain Kia vehicles with steel key and “turn-to-start” ignition systems, Kia recently sent you a letter advising that we are making steering wheel lock devices available directly to certain Kia vehicle owners free of charge with direct shipping to you if you placed your order by the deadline, subject to available supplies as these devices can help deter a theft attempt.

**Unfortunately, that letter was sent to you in error.** Our records indicate that **your vehicle IS equipped with a factory burglar alarm and is therefore eligible to receive the software upgrade we have developed that can be installed on your vehicle free of charge to restrict operation of the vehicle’s ignition system should your locked vehicle be the subject of a break-in and theft attempt without the key.** As a result, you may disregard that original letter you received.

This software upgrade will be available to you free of charge for eighteen (18) months from the date of this letter. When you complete the software upgrade, we will also provide you with window decals that can be applied to your vehicle to discourage a break-in.

**NOTE - VEHICLES EQUIPPED WITH A KIA REMOTE START ACCESSORY.** Kia has identified a compatibility issue with this software upgrade involving vehicles equipped with a remote start accessory which results in the activation of the burglar alarm when the remote start is used. Therefore, if your vehicle is equipped with a remote start accessory, **we will need to delay installation of the software upgrade until we can investigate and address** this compatibility issue. We apologize for the inconvenience.

Other aftermarket accessories that may affect the vehicle’s ignition system may not be compatible with this software upgrade.

### What Should You Do?

Please contact your authorized Kia dealer to arrange for the software upgrade to be performed on your vehicle **BEFORE DECEMBER 1, 2024 AS THIS IS A LIMITED TIME OFFER.** As mentioned above, this upgrade will be performed **at no cost to you.** The estimated time required to perform the upgrade will be approximately one (1) to two (2) hours, however, depending upon shop scheduling, your vehicle may be needed longer. We recommend scheduling a service appointment to minimize any inconvenience.

Most dealers provide online service scheduling. 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*).



Kia has also developed a **web portal that will provide you with the status of your vehicle's software upgrade** when you input your 17-digit Vehicle Identification Number should you need it in the future:

<https://ksupport.kiausa.com/ConsumerAffairs/SWLD>

We apologize for the inconvenience that this miscommunication may have caused. Your authorized Kia dealer is equipped to take care of your vehicle servicing needs and if you have any questions regarding this or any other issue involving your Kia vehicle, you may contact the Kia Customer Care Team online at [kia.com](http://kia.com) (Owners>Contact Us) or via phone at 800.333.4Kia (4542).

Sincerely,

Customer Care Department