



**2016-2017 MY SORENTO VEHICLES EQUIPPED WITH 3.3L V6 ENGINES
COOLANT LEAK
NEW VEHICLE LIMITED WARRANTY EXTENSION (WTY035)
Q & A
December 13, 2023**

Q1. Why is Kia extending the New Vehicle Limited Warranty?

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, to all owners, for certain repairs related to the vehicle's engine in 2016-2017 MY Sorento vehicles equipped with 3.3L V6 Engines from 5 years / 60,000 miles to 15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service. Under certain severe operating conditions and over time, the engine in the vehicle may develop a coolant leak from the cylinder head gasket area. If the vehicle continues to be driven in the unrepaired condition, the engine may overheat and become further damaged.*

Q2. What is the term of the warranty extension?

A2. *Kia is extending the New Vehicle Limited Warranty coverage for certain repairs related to the vehicle's cylinder head gasket or head bolts for eligible vehicles from 5 years / 60,000 miles to 15 years / 180,000 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?

All 2016-2017 MY Sorento vehicles equipped with 3.3L V6 Engines.

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

A4. *No. This warranty extension is limited to certain repairs related to the vehicle's head gasket or head bolts 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. Owners are to contact their nearest Kia dealer to have their vehicle diagnosed if they experience a coolant leak, coolant smell, and/or engine temperature indicator near the "H" mark in the instrument cluster. Vehicle 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. 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, you experience a coolant leak, coolant smell, and/or engine temperature indicator near the "H" mark in the instrument cluster, Kia authorizes its dealers to diagnose the cause free of charge at no cost to the customer.*

If the above symptoms are diagnosed as being related to the cylinder head gasket or head bolts, Kia authorizes its dealers to repair the cause free of charge at no cost to the customer under this warranty extension.

Q7. Does the warranty extension apply to used vehicles?

A7. *Yes, provided the vehicle falls within the parameters of this warranty extension (15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service).*

Q8. If an owner has an immediate question, where can they get further information?

A8. The customer can contact their authorized Kia dealer or 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.

Q9. What about owners who may have already paid to have this issue remedied?

A9. 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:

*Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)*

Kia will review and respond to the claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.