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

RENOTIFICATION

2016-2017 MY KIA SORENTO VEHICLES
MULTI-FUNCTION SWITCH
NEW VEHICLE LIMITED WARRANTY EXTENSION

NOVEMBER 8, 2024

THIS IS A RENOTIFICATION OF AN EARLIER COMMUNICATION ISSUED ON MAY 31, 2023, WHICH NOTIFIED ALL OWNERS OF THE AFFECTED 2016-2017 MY KIA SORENTO VEHICLES OF A NEW VEHICLE LIMITED WARRANTY EXTENSION. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE.

KIA IS EXTENDING THE NEW VEHICLE LIMITED WARRANTY COVERAGE FOR THE MULTI-FUNCTION SWITCH ASSEMBLY IN THE SUBJECT VEHICLES 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.

KIA IS REQUESTING THAT IF AT ANY TIME WITHIN THE EXTENDED WARRANTY PERIOD, YOU EXPERIENCE INTERMITTENT HEADLAMP FLICKERING, TO CONTACT AN AUTHORIZED KIA DEALERSHIP TO SCHEDULE AN APPOINTMENT TO DIAGNOSE THE CAUSE AND, IF APPLICABLE, REPAIR THE MULTI-FUNCTION SWITCH ASSEMBLY AT NO COST TO YOU.

2016-2017 MY KIA SORENTO VEHICLES
MULTI-FUNCTION SWITCH
NEW VEHICLE LIMITED WARRANTY EXTENSION

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

May 31, 2023

Dear Kia Sorento Owner:

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 the multi-function switch assembly on 2016-2017 MY Sorento vehicles 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.** The contact points in the multi-function switch in your vehicle may become worn, and it could result in intermittent headlamp flickering.

Warranty Extension Coverage:

- If, at any time within the extended warranty period, you experience intermittent headlamp flickering, your authorized Kia dealership will diagnose the cause at **no cost to you.**
- Should the above concern be diagnosed as being due to multi-function switch assembly issues, your authorized Kia dealership will repair the multi-function switch assembly at no cost to you under this warranty extension. (Please note the normal wear of bulbs is not covered under this warranty extension.)

- If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension and your dealer will advise you what the associated repair cost(s) will be if no warranty coverage applies.

- 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?

- Unless you experience intermittent headlamp flickering, you DO NOT need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.

- However, if you do experience the above concern, please contact an authorized Kia dealership to make an appointment to have your vehicle diagnosed at no cost to you.

- NOTE: Normal maintenance items, including but not limited to the bulbs, are not covered under 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.

- This supplement to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty including external damage.

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:

Kia Customer Care 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 Customer Care 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 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.

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,

Customer 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.***