



March 23, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for repairs related to the horn assembly for eligible vehicles from 5 years / 60,000 miles to 10 years / 120,000 miles, whichever comes first, from the date the vehicle was first put into service. This warranty extension is to address a horn sound malfunction condition on the vehicles listed below:

- 2021-2025 MY Sorento vehicles manufactured from September 10, 2020, through June 3, 2025.
- 2021-2025 MY Sorento Hybrid (HEV) vehicles manufactured from September 2, 2020, through January 24, 2025.
- 2022-2025 MY Sorento Plug-In Hybrid (PHEV) vehicles manufactured from June 29, 2021, through January 20, 2025.

If, at any time during the extended warranty coverage, the subject vehicle's horn does not emit any sound or emits an unusual or different horn sound than normal, 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 due to corrosion inside the electric horn and/or carbonization of the contact point, Kia authorizes its dealers to replace the horn assembly free of charge at no cost to the customer under this warranty extension.

This is **NOT** a service campaign that requires a repair for all eligible vehicles. Dealers should not perform any diagnosis or repair under this warranty extension program unless the subject vehicle's horn does not emit any sound or emits an unusual or different horn sound than normal. **Proof of customer complaint or condition may be required.**

NOTE: This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including failure of the causal part due to abuse, neglect, or external damage to the related components.

The Technical Service Bulletin (TSB) that provides vehicle repair procedures will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com, and the Warranty Bulletin describing this warranty extension will be posted on kdealer.com on or around **March 23, 2026**.

NOTE: Until the TSB for this warranty extension becomes available, dealers are to perform the diagnosis and repair as necessary on any affected vehicles under Kia's factory warranties. If a subject vehicle falls outside of its warranty (either by time or mileage), dealers are to perform the diagnosis and repair under goodwill to ensure that the diagnosis and repair of the symptoms covered under this warranty extension program are free of charge to the customer.

OWNER NOTIFICATION

Kia will notify owners advising them of the Warranty Extension Program beginning on **March 25, 2026**. Note that owners who have incurred expenses to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense by submitting receipts online to Kia via <http://customercare.kiausa.com> or by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this warranty extension campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures