



May 20, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for certain repairs related to the rear right-hand (RH) door curtain in the following vehicles:

- Certain 2023-2026 MY Sorento Hybrid (HEV) SX-Prestige vehicles manufactured from June 27, 2022 through December 5, 2025
- Certain 2023-2026 MY Sorento Plug-in Hybrid (PHEV) SX-Prestige vehicles, manufactured from June 27, 2022 through November 22, 2025

This will extend the warranty from 5 years / 60,000 miles to 10 years / 120,000 miles, whichever comes first, starting from the date the vehicle was first put into service. This warranty extension is to address a rear RH door curtain retraction malfunction condition.

If, at any time during the extended warranty coverage, the subject vehicle's rear RH door curtain does not return to the fully retracted position, Kia authorizes its dealers to diagnose the cause free of charge at no cost to the customer.

If the above symptom is diagnosed as being due to an internal retractor malfunction, Kia authorizes its dealers to replace the rear RH door curtain free of charge at no cost to the customer under this warranty extension. Examples of issues which are ineligible for this warranty extension include, but are not limited to, folded or torn curtain fabric, broken curtain shade bar, or separated curtain knob.

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 rear RH door curtain does not return to the fully retracted position. 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 the Kia 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 **May 20, 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 **May 22, 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://customer.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