



**2023-2026 MY SORENTO HEV SX- PRESTIGE & SORENTO PHEV SX-PRESTIGE VEHICLES  
REAR RIGHT-HAND DOOR CURTAIN  
NEW VEHICLE LIMITED WARRANTY EXTENSION (WTY043)  
Q & A  
May 20, 2026**

**Q1. Why is Kia extending the New Vehicle Limited Warranty for rear RH door curtain?**

*A1. Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for certain repairs related to the rear right-hand (RH) door curtain. This warranty extension is to address a rear RH door curtain retraction malfunction condition.*

**Q2. What is the term of the warranty extension for the rear RH door curtain?**

*A2. Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for certain repairs related to the rear RH door curtain for eligible vehicles 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.*

**Q3. What vehicles are covered under the terms of this warranty extension?**

*A3. Certain 2023-2026 MY Sorento Hybrid (HEV) SX-Prestige vehicles manufactured from June 27, 2022 through December 5, 2025 and certain 2023-2026 MY Sorento Plug-in Hybrid (PHEV) SX-Prestige vehicles, manufactured from June 27, 2022 through November 22, 2025*

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

*A4. No. This warranty extension is limited to the rear RH door curtain retraction malfunction condition 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 the subject vehicle's rear RH door curtain does not return to the fully retracted position. 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, 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.*

**Q7. What happens if the diagnosis reveals the vehicle's rear RH door curtain retraction concern is not due an internal retractor malfunction?**

*A7. If diagnosis reveals that the subject vehicle's rear RH door curtain concern is not due an internal retractor malfunction, any necessary repairs will NOT be covered under this warranty extension and your dealer will advise the customer what the associated repair cost(s) will be if no warranty coverage applies. 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.*

**Q8. Does the warranty extension apply to used vehicles?**

*A8. Yes, provided the vehicle falls within the parameters of this warranty extension (10 years / 120,000 miles, whichever comes first, starting from the date the vehicle was first put into service).*

**Q9. If an owner has an immediate question, where can they get further information?**

*A9. 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](http://www.kia.com).*

**Q10. What about owners who may have already paid to have this issue remedied?**

*A10. 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 <http://customercare.kiausa.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.*