



March 16, 2021

Attention: All Dealer Parts and Service Managers

Kia Motors America, Inc. is extending the warranty coverage for the door latches, for **the original or subsequent owners** of certain 2017 MY Sportage vehicles, from 5-years/60,000-miles to 10-years/unlimited-miles starting from the date the vehicle was first put into service. Kia has determined that, over time and extended use, the door latches may not function properly when the outside handle is pulled. If the door latch is not functioning properly, the door may not open. The doors can be opened by pulling any inside handle, provided the rear door child safety locks are not engaged.

If, at any time during the extended warranty coverage, the customer vehicle's door latches exhibit the condition described above, Kia dealers are to diagnose and replace the door latches with this condition at no cost to the customer.

This is NOT a service campaign that requires mandatory repair for all eligible vehicles. Unless the vehicle's door latch does not function properly when the outside handle is pulled causing the door not to open, dealers should not replace any component under this warranty extension program.

NOTE: This supplement to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including the door latch not functioning properly with the outside handle is pulled due to abuse, neglect or external damage to the door latches.

During the week of **March 16, 2021**, the Technical Service Bulletin 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 www.kdealer.com.

Kia will notify owners of the warranty extension starting **March 19, 2021**. Note that 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, by submitting their receipts online to Kia via the Owners section of www.kia.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 Motors 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.

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

Sincerely,

Kia Service Department