

**2017 MY SPORTAGE FRONT AND REAR DOOR LATCHES
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A
March 16, 2021**

Q.1 Why is Kia extending the warranty on the front and rear door latches?

A.1 *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.*

Q.2 What is the term of the warranty extension on the front and rear door latches?

A.2 *Kia is extending the warranty coverage for front and rear door latch issues to 10-years with unlimited mileage from the date the vehicle was first put into service.*

Q.3 What vehicles are covered under the terms of this warranty extension?

A.3 *All 2017 MY Sportage vehicles manufactured from December 10, 2015 through December 15, 2016.*

Q.4 Does this warranty extension also extend the warranty on other vehicle components?

A.4 *No. This warranty extension is limited to the front and rear door latch issue and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.*

Q.5 What should vehicle owners do when they receive the warranty extension notice?

A.5 *In the event you have difficulty opening the front or rear door when the handle is pulled from the outside, please contact your authorized Kia dealer to have the issue diagnosed and repaired.*

Vehicle owners are to retain this letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. When seeking service, the customer is to provide this letter to their servicing dealer. If the customer sells their vehicle, they are to make sure to include this letter with the documents provided to the buyer.

Q.6 The front or rear door is not opening when pulling the handle from the outside. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A.6 *Yes. If, at any time within the extended warranty period, the front or rear door does not open when the outside handle is pulled, the Kia dealership will diagnose the cause at no cost to the customer.*

*If the diagnosis indicates the condition is caused by the Door Latches, which are the main components that can cause this condition, Kia will replace the part **at no cost to the customer.***

Q.7 Does the warranty extension apply to used vehicles?

A.7 *Yes, provided the vehicle falls within the parameters of this warranty extension (10-years from the date the vehicle was first put into service by the original vehicle owner).*

Q.8 If a customer has an immediate question, where can they get further information?

A.8 *The customer can contact their local dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.*

Q.9 What about customers who may have already paid to have the front or rear door latch repaired?

A.9 *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 directly to Kia for review and consideration at the following address:*

*Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)*