



WTY027 - ILLUMINATION OF AIRBAG WARNING LIGHT
2017 MY KIA SPORTAGE AND 2017 MY KIA CADENZA VEHICLES
NEW VEHICLE LIMITED WARRANTY EXTENSION

Q & A
April 19, 2022

Q1. Why is Kia extending the warranty for Airbag Warning Light ON concerns?

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 repairs related to the illumination of the Airbag Warning Light. This warranty extension is to address certain Airbag Warning Light ON conditions at no cost to the customers.*

Q2. What is the term of the warranty extension for the Airbag Warning Light ON?

A2. *Kia is extending the New Vehicle Limited Warranty coverage for repairs related to the illumination of the Airbag Warning Light on 2017 MY Sportage and 2017 MY Cadenza vehicles from 5 years/60,000 miles to 15 years/ unlimited 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. *All 2017 MY Sportage vehicles, and
All 2017 MY Cadenza vehicles.*

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

A4. *No. This warranty extension is limited to certain Airbag Warning Light ON conditions 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. However, owners are to contact their nearest Kia dealer to have their vehicle diagnosed if the Airbag Warning Light remains illuminated beyond 6 seconds after their vehicle is turned ON or if it illuminates at any time during vehicle operation. 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. If the customer experiences that the Airbag Warning Light remains illuminated beyond 6 seconds after their vehicle is turned ON or if it illuminates at any time during vehicle operation, 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 Airbag Warning Light remains illuminated beyond 6 seconds after the vehicle is turned ON or if it illuminates at any time during vehicle operation, an authorized Kia dealership will diagnose the cause **at no cost to the vehicle owner.***

Also, should the Airbag Warning Light ON condition be determined to be due to DTC(s) related to a 'Short-to-Ground' issue, an authorized Kia dealership will repair the cause at no cost to the vehicle owner under this warranty extension program.

Q7. Does the warranty extension apply to used vehicles?

A7. Yes, provided the vehicle falls within the parameters of this warranty extension (15 years / unlimited miles, whichever comes first, starting from the date the vehicle was first put into service).

Q8. If an owner has an immediate question, where can they get further information?

A8. The customer can contact their local Kia dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Q9. What about owners who may have already paid to have this issue remedied?

A9. 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 the Owners section of www.kia.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:

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