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**KIA MOTORS**

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**WARRANTY AND CONSUMER INFORMATION MANUAL**

# Important

**Please keep this manual with your Kia Vehicle. This manual should be presented to a Kia Dealer if warranty service is needed. This manual should remain with your Kia Vehicle if you sell it so future owners will have this information.**

## Definitions

As used in this manual (unless otherwise specifically stated):

“Kia” means Kia Motors America, Inc., P.O.Box 52410 Irvine, CA 92619-2410, U.S.A., the distributor of Kia Vehicles in the United States.

“Kia Vehicle” means a 2010 model year Kia Motor Vehicle manufactured by Kia Motors Corporation, 231 Yangjae-Dong, Seocho-Ku, Seoul, Korea.

“Authorized Kia Dealer” means a person in the United States of America authorized by Kia Motors America, Inc. to service Kia Vehicles or perform repairs under the warranties in this manual.

“Kia Accessory” means a Genuine Kia Accessory or Genuine Kia optional equipment supplied by Kia Motors America, Inc.

Owner's Name

Address

City

State

Zip Code

Salesperson's Name

Dealer's Name

Address

City

State

Zip Code

Telephone Number

Dealer Code

Date of Retail Delivery or First Use

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Vehicle Identification Number

## Speedometer Replacement Record

The speedometer in this vehicle was replaced on

with \_\_\_\_\_ miles.

date

Dealer Name

Dealer Signature

To determine true vehicle mileage, the mileage noted here should be added to the current mileage shown on the speedometer installed.



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## Welcome from Kia

The latest engineering techniques have been incorporated into the design and production of your Kia Vehicle. From the moment you get behind the wheel of your new Kia Vehicle, you'll notice how satisfying it feels; a feeling you'll appreciate for as long as you own your Kia Vehicle. You'll also be pleased by how strongly we stand behind every Kia Vehicle. The New vehicle 60 month/60,000 Miles Limited Warranty described in this manual is one of the finest available.

This warranty and consumer manual details the warranties provided by Kia. You should consult this manual and your Owner's Manual to ascertain the maintenance intervals we recommend you follow to maximize the enjoyment and performance of your Kia Vehicle.

In addition, your Authorized Kia Dealer will take care of your service needs using Genuine Kia Parts and Genuine Kia Accessories. Your Authorized Kia Dealer will do all they can to ensure that your vehicle continues to meet all of your expectations.

At Kia, it's not enough to sell vehicles that look pleasing in the showroom. We're committed to making sure you enjoy your Kia for years to come.

## Warranty Coverage at a Glance

This overview chart illustrates warranty coverage and term by months and miles. Please refer to the appropriate sections in this book for detailed information regarding each of these warranties.

			WARRANTY TERM(whichever comes first)													
			Months in Service	MILES IN SERVICE												
				10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	150,000		
LIMITED WARRANTY	Basic		60									60,000				
	Power Train*1		120									Original Owner Only 100,000				
	Service Adjustment		12			12,000										
	Original Equipment Battery		24	Unlimited												
	Paint		36						36,000							
	Audio / Entertainment		36						36,000							
	Anti-Perforation		60											100,000		
EMISSION WARRANTY	Federal	Emissions Defect														
		• Any Related Parts	24				24,000									
		• Specific Parts	96											80,000		
		Emission Performance														
	California	• Any Related Parts	24				24,000									
		• Specific Parts	96											80,000		
		Emissions Defect														
		• Any Related Parts	36						50,000							
		• Specific Parts*2	84								70,000					
• SULEV*3	180											150,000				
Emission Performance		36						50,000								
Replacement Parts & Accessories			12			12,000										

NOTE: Tires are warranted by the tire manufacturers.

\*1 Original owner 120 Months/100,000 Miles Second and Subsequent Owner(s) 60 Months/60,000 Miles.

\*2 Except those specified parts covered by the Federal Emission Performance Warranty.

\*3 SULEV covers specific parts for 180 months / 150,000 miles, whichever occurs first. This Limited California Emission Control Warranty applies ONLY to SULEV vehicles which are first sold as new vehicles by dealers in California or any other states adopting and mandating the California Emission Standards. These warranties do not provide any further warranty coverage beyond what is required by state law.





## What is Covered

Kia warrants that your new Kia Vehicle is free from defects in material or workmanship, subject to the terms and conditions set forth in this manual. An Authorized Kia Dealer will make necessary repairs, using new or remanufactured parts, to correct any problem covered by this limited warranty without charge to you.

### 1. The Warranty Period

The New Vehicle Limited Warranty is divided into various warranty periods. For the purpose of all warranties contained in this Manual (other than warranties on replacement parts or accessories installed after the Kia Vehicle was placed into use), the warranty period begins on the Date of First Service. "Date of First Service" means the first date the Kia Vehicle is delivered to the first retail purchaser, is leased or is placed into service as a company vehicle use (e.g., as a demonstrator, rental or fleet vehicle), whichever is earliest. Moreover, whenever this manual refers to a warranty period of months/miles, it means whichever comes first. Any remaining portion of any warranty, except the 120 month/100,000 mile Power Train (Original Owner) warranty, is fully transferable to subsequent owners.

### 2. Warranty Coverage

#### • Basic Warranty Coverage

Except as limited or excluded below, all components of your new Kia Vehicle are covered for 60 months/60,000 miles from the Date of First Service, whichever comes first (Basic Limited Warranty Coverage). This Warranty does not cover wear and maintenance items, or those items excluded elsewhere in the Manual. See "Exceptions" and "What is Not Covered."

**Parts replaced under any warranties in the Manual become the property of Kia.**

#### • Power Train Coverage

For Original Owners (defined below), the Power Train Limited Warranty begins upon expiration of the 60 month/60,000 mile Basic Limited Warranty Coverage, and will continue to cover the following components up to 120 months or 100,000 miles from the Date of First Service, whichever comes first. It does not cover normal wear and tear, maintenance, or those items excluded elsewhere in this manual. See "Exceptions" and "What is Not Covered."



## **The items covered by the Power Train Limited Warranty include:**

- **In the Engine:** Cylinder block, cylinder head and all internal parts, timing gear, seals and gaskets, valve cover, flywheel, oil pump, water pump.
- **In the Transaxle:** Transmission case and all internal parts, torque converter, drive shafts, universal joints, front hubs, bearings, seals and gaskets.
- **In the Axles:** Axle shafts and C-V joints (couplings), seals, hub and wheel bearings.
- **In the Transmission:** Transmission case, transfer case, torque converter and all internal parts, seals, and gaskets.
- **In the Differentials:** Front and rear differential assemblies, cases, all internal parts, seals and gaskets.
- **In the Propeller Shafts:** Drive shafts, universal joints.
- **Original Owner**  
An Original Owner is defined as the first retail purchaser or lessee of the Kia Vehicle who takes

delivery of the Kia Vehicle on its Date of First Service. If the Kia Vehicle was first placed in service as a lease vehicle, and the lessee purchases the vehicle at the end of the lease, the 120 month/100,000 mile Power Train Limited Warranty remains in effect. The Power Train Limited Warranty is not transferable to subsequent owners.

- **Vehicles Placed in Commercial Service**

The 120 month/100,000 mile Power Train Limited Warranty also excludes all coverage for any Kia Vehicle that has been placed into any form of commercial service, including but not limited to taxi, route delivery, livery service, or rental.

- **Adjustment Coverage**

Service Adjustments are covered for the first 12 months/12,000 miles. Service adjustments means minor repairs not usually associated with the replacement of parts, such as wheel balance and alignment, freeplay or tension adjustments of cables, belts, levers and pedals, engine adjustments (idle speed, etc.), body parts and fittings.



### 3. Exceptions

The items specified below are covered for periods different from the basic coverage.

- **Air Conditioner Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 12 months of the warranty period regardless of mileage. Over the balance of the warranty period, refrigerant charge is covered only when replenished as part of a warranty repair.

- **Audio / Entertainment System**

An original equipment radio or compact disk player, OE DVD / RSE (Rear Seat Entertainment System) is or navigation system covered for the first 36months/36,000 miles.

- **Battery**

#### **Warranty Coverage**

The original equipment battery is covered by a limited warranty a period of 24 months, regardless of mileage. During 24 months of the warranty period, a defective battery will be replaced at no cost to you. Kia will cover diagnostic, installation and

replacement battery costs.

Kia will not reimburse you for any portion of the cost of a non-Kia replacement battery.

- **Paint**

Paint repairs are covered for the first 36 Months/36,000 miles.

- **Seat Belt Warranty-Kansas**

The seat belts in Kia Vehicles originally sold in the State of Kansas are covered under the New Vehicle Limited Warranty for a period of 10 years, regardless of mileage, when the repairs are performed by an Authorized Kia Dealer in Kansas.

### 4. Limited Liability

The liability of Kia under this warranty is limited solely to the repair of Kia-supplied replacement of parts which are defective in material or workmanship. Such repair or replacement shall be carried out by an Authorized Kia Dealer at its place of business, and specifically does not include any expense for or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle.



# What is Not Covered



## New Vehicle Limited Warranty

### **The following items are not covered:**

#### **Damage due to Factors Beyond the Manufacturer's Control.**

Examples of these factors include, but are not limited to:

- Misuse of the Kia Vehicle such as driving over curbs, or into roadway maintenance or construction areas, overloading the vehicle, racing or engaging in activities or uses not described in your owner's manual or in Kia's product literature.
- Accidents and incidents that damage the Kia vehicle including but not limited to collision, fire, theft, riot.
- Alteration, modification, tampering, rewiring.
- Damage or corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap, etc.), salt, road hazards, hail, wind storm, lightning, floods and acts of God.
- Cosmetic conditions or corrosion permitted by chipping or scratching the paint.
- Customer induced damage caused by fluid spills, burns in carpet, seats, trim or other damage that is not considered a defeat in material or workmanship.

- Window glass that is broken, chipped, scratched or damage from outside influence is not considered a defeat in material or workmanship
- Paint or vehicle finish damage caused by applying chemicals to the paint surface
- Damage caused by installing incorrect tires(size etc)
- Damage caused by the installation of any part that is not equal to the OE part in quality of material or workmanship

#### **Damage due to Lack of Maintenance or the Use of Wrong Fuel, Oil or Lubricants.**

- Improper maintenance or the use of other than the specified fuel, oil or lubricants recommended in your Owner's Manual.

#### **Normal Deterioration**

- Normal wear and tear or deterioration including the wearing out of friction wear parts such as brake pads and brake drums as well as spark plugs, worn brake pads/linings, worn clutch linings, filters, worn wiper blades, bulbs and fuses, other wear and consumable items.



- Surface corrosion on any part other than the body sheet metal panels forming the exterior appearance of a Kia Vehicle.

## **Normal Maintenance**

- Normal maintenance services such as: cleaning and polishing, minor adjustments, lubrication, oil/fluid changes, filters, anti-freeze coolant replenishment, wheel alignment and tire rotation unless such services are performed as part of a covered warrantable repair.
- Normal maintenance items (see bottom of this paragraph) are warranted only when the replacement is the result of a defect in material or workmanship, and only for 12 month/12,000 miles, whichever occurs first, or up to the first scheduled maintenance replacement interval. (Normal maintenance items include belts, brake pads and linings, clutch linings, filters, wiper blades, and bulbs).
- Maintenance services described as “Scheduled Maintenance Services”, “Owner Maintenance Services” or “Appearance Care” in your Owner’s Manual.

## **Altered Mileage**

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the actual mileage cannot be reasonably determined.

(When replacing the speedometer, the “Speedometer Replacement Record” on the inside front cover of this manual must be filled in by an Authorized Kia Dealer).

## **Extra Expenses and Damages**

- Any economic loss or other incidental, special, consequential, or exemplary damages. This includes, without limitation, payment for loss of use of the Kia Vehicle, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.

## **Tires**

- Tires are warranted by the tire manufacturers and not by Kia. Refer to the tire warranty pamphlets provided with your Kia Vehicle for details.



### **Salvage or Total-Loss Vehicles**

- Any Kia Vehicle that has ever been or should have been issued a “salvage” title or similar “branded” title under any state’s law; or has been declared a “total loss” or equivalent by a financial institution or insurance company. This exclusion does not apply to Emission Warranties, Replacement Parts Limited Warranty or any recalls or campaigns.

### **Production Changes**

- Kia and its Authorized Kia Dealers reserve the right to make changes in vehicles built and/or sold by Kia and its Authorized Kia Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold.



## **Your Responsibilities in Order to Maintain Your Warranties**

### **Maintenance**

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in your Owner's Manual. If your vehicle is used under severe driving conditions, you must follow the maintenance requirements described in your Owner's Manual for severe driving conditions in order to maintain your warranties.

### **Maintenance Records**

You should retain maintenance records since it may be necessary in some instances for you to prove that the required maintenance has been performed. The "Scheduled Maintenance Record" beginning on page 38 should be filled in when regular maintenance is performed. Keep all receipts and make them available in case questions rise about the services requested and provided.

### **To Get Warranty Service**

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in the United States during its normal service hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that when possible you return to the dealership where you purchased your Kia Vehicle in order to ensure continuity in service and maintenance. If you have any questions or need assistance regarding this warranty, refer to "When You Need to Talk to Kia" starting on page 43.

### **Other Terms**

This warranty is applicable to Kia Vehicles registered and normally operated in the United States.

### **Service and Maintenance Outside the United States**

If you are going to be driving outside the United States, it is important that you contact us at (800) 333-4542 in order to determine what service and warranty coverage is available in the area you will be travelling.



## New Vehicle Limited Warranty

THE DURATION OF ALL IMPLIED WARRANTIES, IF ANY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE LIMITED RESPECTIVELY TO THE DURATION OF THESE EXPRESS WARRANTIES.

THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER EXPRESSED WARRANTIES (EXCEPT ANY SET FORTH SEPARATELY IN THIS MANUAL) ON THE PART OF KIA MOTORS AMERICA, INC. OR THE AUTHORIZED KIA DEALER SELLING YOUR KIA VEHICLE. NO DEALER, OR ANY AGENT OR EMPLOYEE THEREOF, OR ANY OTHER PERSON, IS AUTHORIZED TO EXTEND OR ENLARGE THESE WARRANTIES. KIA MOTORS AMERICA, INC. SHALL NOT BE LIABLE FOR ANY ECONOMIC LOSS, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, OR ANY SERVICE NOT EXPRESSLY PROVIDED FOR HEREIN.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.



Kia Motors America, Inc. warrants that the body sheet metal panels of your new Kia Vehicle are free from defects in materials or workmanship which could result in perforation (a hole through the body panel) due to corrosion, subject to the following terms and conditions.

An Authorized Kia Dealer will either repair or replace without charge to you any body sheet metal panel perforated due to corrosion resulting from defects in material or workmanship under normal use.

## 1. Warranty Period

The warranty period is for the first 60 month/100,000 miles from the date of first retail delivery or when it is first put into service, whichever comes first.

## 2. What is Not Covered

- Any perforation due to corrosion of the Kia Vehicle which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or damaging or corrosive cargo in the Kia Vehicle.
- Any surface corrosion of the Kia Vehicle which does not result in perforation, such as that caused

typically by sand, salt, hail or stones.

- Any perforation due to corrosion of a part of the Kia Vehicle which is not a body sheet metal panel. As used herein, “body sheet metal panel” specifically excludes all parts which are components of the exhaust system of the Kia Vehicle.
- Defects or damage resulting from the use of parts not sold or approved by Kia including the resultant damage to associated parts or systems.
- Any perforation due to corrosion of the Kia Vehicle caused in whole or in part by a failure to maintain the Kia Vehicle in accordance with the procedures specified in paragraph 3. “Your Responsibilities”



### 3. Your Responsibilities

Inspect the body sheet metal panels of your Kia Vehicle on a regular basis (at least monthly) to detect any chips or scratches in the paint or protective coating and to repair them immediately.

Special care should be taken to protect your Kia Vehicle from corrosion under the following conditions:

- If you drive on salted roads, or if you drive near the ocean, flush the underbody as needed, and at least weekly with clean unsalted water.
- It is important to keep the drain holes in the lower edges of the body clear.
- If your Kia Vehicle is damaged due to an accident or any event which may cause damage to the paint, have your Kia Vehicle repaired as soon as possible.
- If you carry special cargo, such as chemicals, fertilizers, deicing salt, or other corrosive substances, be sure that such materials are well packaged and sealed. Any leakage of such materials will void this warranty where the leakage has occurred.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

### 4. To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to any Authorized Kia Dealer in the United States during its normal service hours.

If you have any questions or need assistance regarding this warranty, refer to the “When You Need to Talk to Kia” starting on Page 43.

### 5. Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of Kia-supplied parts defective in material or workmanship by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia vehicle during warranty repairs.

### 6. Other Terms

The “Other Terms” stated on page 10 in the New Vehicle Limited Warranty section of this manual also apply to this warranty.



## **Emission Warranty Definitions**

- (a) "EPA" means the U.S. Environmental Protection Agency.
- (b) "Owner" means the original and each subsequent owner of a Kia Vehicle.
- (c) "Kia Part" means a part sold by an Authorized Kia Dealer, whether new or remanufactured, and supplied by Kia.
- (d) "Emission Warranty Part" means a catalytic converter, thermal reactor, or other component installed on or in a Kia Vehicle by or at the direction of Kia for the sole or primary purpose of reducing the Kia Vehicle's emissions (not including those vehicle components which were in general use prior to model year 1968 and the primary function of which is not related to emission control). A list of typical Emission Warranty Parts is set forth at the end of this warranty.
- (e) "Certified Part" means a replacement part for a Kia Vehicle certified in accordance with after market part certification regulations issued by the EPA.
- (f) "Written Maintenance Instructions" means those maintenance and operation instructions, together with the time and/or mileage interval at which such maintenances are to be performed, specified in the Owner's Manual for the Kia Vehicle or this Warranty and Consumer Information Manual as being necessary to assure compliance of the Kia Vehicle with applicable emission standards during the term of this warranty, as specified by law.



## Emission Defect Warranty

**Vehicles Equipped with a California Certified Emission Control System and registered or normally operated in the State of California or any other state \*that adopts California emission warranty provision are also entitled to the California Emission Warranty. (See Page 25 of this Manual).**

**\*California, Connecticut, Maine, Massachusetts, New York, New Jersey, Oregon, Rhode Island, Vermont.**

Kia Motors America, Inc. warrants to the ultimate purchaser, and each subsequent purchaser, that your Kia Vehicle is (1) designed, built, and equipped so as to conform at the time of sale with the applicable regulations of the United States Environmental Protection Agency (the “EPA”), and (2) free from defects in materials and workmanship which would cause it to fail to conform with the applicable regulations for a period of vehicle operation that does not exceed 24 months or 24,000 miles, whichever occurs first, if the failed Emission Warranty Part is listed in the 24 Month/24,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty or for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever

occurs first, if the failed Emission Warranty Part is listed in the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty. The applicable warranty period shall begin on either the date the Kia Vehicle is sold to the first retail owner, or on the date the Kia Vehicle is first placed in service (for example if used as a demonstrator, lease, or company car), whichever is earlier. If there should be such defects within this period, Kia will, at its option, repair or replace them with new or remanufactured parts, free of charge at an Authorized Kia Dealer in the United States and the liability of Kia under this warranty is solely limited to such repair or replacement.

This warranty does not apply to or include repair or replacement required, not as a result of defects in materials or workmanship of Kia but, as a result of such factors as (i) accidents, (ii) misuses, (iii) lack of proper maintenance, (iv) repairs improperly performed or replacements improperly installed by any person other than a Kia Dealer, (v) a replacement part or accessory not conforming to the Kia specifications, or (vi) any of the items listed under “What is Not Covered” in the New Vehicle Limited Warranty on pages 7-9 and “Other Items Not Covered by this Warranty” on page 20 of this manual.





## **Federal Emission Control Warranty**

This warranty is given in lieu of all other express or implied warranties on the part of Kia Motors America, Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty.

The “Other Terms” stated on page 10 of the New Vehicle Limited Warranty section of this manual also apply to this warranty.

# Emission Performance Warranty



## Federal Emission Control Warranty

### Important Notice:

This warranty has been prepared in accordance with certain regulations promulgated by the EPA which provide that a remedy will be available under this warranty only when a vehicle fails an EPA approved emission short test, generally under circumstances which subject the Owner to a penalty under local, state or federal law because of such failure. As of the date of the printing of this warranty, many states did not have vehicle inspection programs for testing vehicles for conformity with such short test and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, it is possible that in many states or local areas no remedy will be available under this warranty as a matter of law.

### 1. Warranty

Pursuant to Section 207 (b) of the Clean Air Act, Kia warrants to each Owner that if:

- (a) The Kia Vehicle is maintained and operated in accordance with the Written Maintenance Instructions; and
- (b) The Kia Vehicle fails to conform at any time during the term of this warranty to the

applicable emission standards of the EPA, as judged by an emission test approved by the EPA; and

- (c) Such nonconformity results or will result in the Owner having to bear any penalty or other sanction (including the denial of the right to use the Kia Vehicle) under local, state or Federal law, Kia shall remedy the nonconformity at no cost to Owner except that if the Kia Vehicle has been in operation for more than 24,000 miles or 24 months since the date of retail delivery or first use of the Kia Vehicle, Kia shall be required to remedy the nonconformity only if it results from the failure of an Emission Warranty Part listed on the 96 Month/80,000 Mile Emission Warranty Parts List.

### 2. Term of Warranty

This warranty shall commence on either the date the Kia Vehicle is sold to the first retail delivery or owner, or on the date the Kia Vehicle is first placed in service (for example, a demonstrator, lease, or company car use), whichever is earlier. This warranty shall be effective for a period 2 years or 24,000 miles



from such date, whichever occurs first, except that if the failure to conform to applicable emission standards results from the failure of a part listed on the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty, this warranty shall be effective for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever occurs first.

### **3. Owner's Warranty Responsibilities**

Each Owner is required to comply with the Written Maintenance Instructions and a claim under this warranty may be denied on the basis of noncompliance by the Owner with such instructions. If and when it is considered that the vehicle's nonconformity with the applicable emission standards has resulted from the Owner's noncompliance with those Written Maintenance Instructions which the manufacturer considers necessary for the vehicle to meet the standards, the Owner may be required to submit evidence of such compliance, and therefore, receipts and other documents covering the performance of scheduled Maintenance Service and proper use in accordance with the Written Maintenance Instructions,

including but not limited to validated Scheduled Maintenance Record of this manual, should be retained by the Owner and should be transferred to each subsequent Owner of the Kia Vehicle.

### **4. Use of Kia Parts**

The Kia Vehicle is designed, built and tested using Kia Parts so that the Kia Vehicle is able to perform in conformity with EPA regulations as provided by this warranty. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of the Kia Vehicle be Kia Parts, or parts equivalent to those with which the Kia Vehicle or its engine was originally equipped.

### **5. Use of Non-Kia Parts**

Owner may elect to use Certified Parts other than Kia Parts in the performance of any maintenance or repairs and such use in itself will not invalidate this warranty. However, use of other than Kia Parts may cause Kia to deny an Emission Performance Warranty claim if the Certified Part used is either defective in materials or workmanship or not equivalent from an emission standpoint to Kia Parts.



## **6. Repair or Replacement by an Authorized Kia Dealer**

Your Kia Dealer shall make all adjustments, repairs or replacements necessary to assure the Kia Vehicle complies with applicable emission standards of the EPA and that the Kia Vehicle will continue to comply during the remainder of the term of this warranty (if proper maintenance and operation are continued).

## **7. Warranty Claim Procedures**

A warranty claim may be submitted by presenting the Kia Vehicle to any Authorized Kia Dealer during the Authorized Kia Dealer's regular business hours, together with a copy of a failed emissions test. Upon presentation of a claim, Kia shall notify the Owner within 30 days, or such shorter period of time within which repair is required by local, state or federal law, that the claim will be honored or shall provide the Owner in writing with an explanation of the basis upon which the claim is being denied.

Failure to notify the Owner within such time period shall cause Kia to be responsible for repairing the

Kia Vehicle free of charge to the Owner, unless such failure is attributable to the Owner or to events beyond the control of Kia or the Authorized Kia Dealer.

## **8. Maintenance by Other Than an Authorized Kia Dealer**

Maintenance, replacement, or repair of the emission control devices and systems covered by this warranty may be performed by any automotive repair establishment or individual using Certified Parts. However, such non-Kia Certified Parts will not be covered by Kia's emission system warranties should such parts fail at a later date.

## **9. Customer Assistance**

If you have any questions regarding your warranty rights and responsibilities, you should contact the Kia Motors America, Inc. Consumer Affairs Department toll-free at **1-800-333-4Kia**. Or you may write to: Director, Field Operations and Support Division (EN-397F), Environmental Protection Agency, 401 M Street, S.W., Washington, DC 20460.



## **10. Other Items Not Covered by This Warranty**

In addition to the above provisions, this warranty does not cover the following:

- (a) Damage resulting from such factors as accidents, acts of nature or events beyond the control of Kia.
- (b) Any economic loss, incidental, special, consequential, or exemplary damages (whether in contract or tort), including, but not limited to, loss of time, inconvenience, loss of use of the Kia Vehicle, cost of transporting the Kia Vehicle to an Authorized Kia Dealer or other repair establishment for repair or service, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.
- (c) Any repair of a Kia Vehicle on which the odometer mileage has been altered or on which the actual mileage cannot be readily determined.

(When replacing the speedometer, the “Speedometer Replacement Record” on the inside front cover must be filled in by an Authorized Kia Dealer or any repair establishment utilizing Certified Parts.)

This warranty is given in lieu of all other express or implied warranties (except those set forth separately in this manual) on the part of Kia Motors America Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty.

This warranty is applicable to all the Kia Vehicles certified for the 50 states, including the State of California.

# Federal Emission Control Warranty



## Federal Emission Control Warranty

PARTS DESCRIPTION	Rio	Soul	Forte	Optima	Optima	Rondo	Rondo
		1.6/2.0	2.0/2.4	4 Cyl.	V6	4 Cyl.	V6
<b>Air Induction System</b>							
Air Cleaner Assembly	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Intake Manifold	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Surge Tank - Air Intake					5/60		5/60
<b>Fuel Metering System</b>							
Engine Coolant Temperature Sensor(ECT)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Mass Air Flow Sensor(MAF)				5/60	5/60	5/60	5/60
Manifold Absolute Pressure Sensor(MAP)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Vehicle Speed Sensor(VSS)							
Wheel Speed Sensor(WSS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Injector	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Delivery Line	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Throttle Body	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Throttle Position Sensor(TPS)	5/60	5/60					
Idle Speed Control System	5/60	5/60					
Oxygen Sensor(O2)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Pulsation Damper	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Engine Control Module(ECM)	8/80	8/80	8/80	8/80	8/80	8/80	8/80
Transmission Control Module(TCM)							
<b>Ignition System</b>							
Spark Plugs	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Spark Plugs Cable Set	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Ignition Coil	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Camshaft Position Sensor(CMPS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Crankshaft Position Sensor(CKPS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Valve Timing System</b>							
CVVT Assy	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Oil Control Valve Assy	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Oil Temperature Sensor	5/60	5/60	5/60	5/60	5/60	5/60	5/60



# Federal Emission Control Warranty

## Federal Emission Control Warranty

PARTS DESCRIPTION	Rio	Soul	Forte	Optima	Optima	Rondo	Rondo
		1.6/2.0	2.0/2.4	4 Cyl.	V6	4 Cyl.	V6
<b>Evaporative Control System</b>							
Vapor Storage Canister	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Canister Close Valve(CCV)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Purge Control Solenoid Valve(PCSV)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Pump	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Pump Module	5/60						
Fuel Tank	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Filler Cap	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Tank Pressure Sensor(FTP)	5/60	5/60	5/60	5/60	5/60		5/60
ORVR(Vent) Valve	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Rollover(Cut) Valve	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Positive Crankcase Ventilation System</b>							
PCV Valve and Hose	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Exhaust Gas Recirculation System</b>							
EGR Valve							
EGR Control Solenoid Valve							
<b>Catalyst and Exhaust System</b>							
Exhaust Manifold Catalytic Assembly	8/80	8/80	8/80	8/80	8/80	8/80	8/80
Exhaust Pipe(Manifold to Catalyst)	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Catalytic Converter Assembly	8/80	8/80	8/80	8/80	8/80	8/80	8/80
<b>Miscellaneous Items Used In Above Systems</b>							
Hose, Clamps,Gasket or Seals	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Wires, Harnesses Connectors	5/60	5/60	5/60	5/60	5/60	5/60	5/60
All Sensor(Switches,Solenoid Valves) associated with the ECM	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Onboard Emission Diagnostic Device</b>							
Malfunction Indicator Light and Bulb	8/80	8/80	8/80	8/80	8/80	8/80	8/80
Data Link Connector	8/80	8/80	8/80	8/80	8/80	8/80	8/80



# Federal Emission Control Warranty



Federal  
Emission Control Warranty

PARTS DESCRIPTION	Sedona	Sportage 4 Cyl.	Sportage V6	Borrego V6	Borrego V8
<b>Air Induction System</b>					
Air Cleaner Assembly	5/60	5/60	5/60	5/60	5/60
Intake Manifold	5/60	5/60	5/60	5/60	5/60
Surge Tank - Air Intake	5/60		5/60	5/60	
<b>Fuel Metering System</b>					
Engine Coolant Temperature Sensor(ECT)	5/60	5/60	5/60	5/60	5/60
Mass Air Flow Sensor(MAF)	5/60	5/60	5/60	5/60	5/60
Manifold Absolute Pressure Sensor(MAP)	5/60			5/60	
Vehicle Speed Sensor(VSS)				5/60	5/60
Wheel Speed Sensor(WSS)	5/60	5/60	5/60		
Fuel Injector	5/60	5/60	5/60	5/60	5/60
Fuel Delivery Line	5/60	5/60	5/60	5/60	5/60
Throttle Body	5/60	5/60	5/60	5/60	5/60
Throttle Position Sensor(TPS)		5/60	5/60		
Idle Speed Control System		5/60	5/60		
Oxygen Sensor(O2)	5/60	5/60	5/60	5/60	5/60
Pulsation Damper		5/60	5/60		
Engine Control Module(ECM)	8/80	8/80	8/80	8/80	8/80
Transmission Control Module(TCM)			8/80		
<b>Ignition System</b>					
Spark Plugs	5/60	5/60	5/60	5/60	5/60
Spark Plugs Cable Set	5/60	5/60	5/60	5/60	5/60
Ignition Coil	5/60	5/60	5/60	5/60	5/60
Camshaft Position Sensor(CMPS)	5/60	5/60	5/60	5/60	5/60
Crankshaft Position Sensor(CKPS)	5/60	5/60	5/60	5/60	5/60
<b>Valve Timing System</b>					
CVVT Assy	5/60	5/60		5/60	5/60
Oil Control Valve Assy	5/60	5/60		5/60	5/60
Oil Temperature Sensor	5/60	5/60		5/60	5/60



# Federal Emission Control Warranty

## Federal Emission Control Warranty

PARTS DESCRIPTION	Sedona	Sportage 4 Cyl.	Sportage V6	Borrego V6	Borrego V8
<b>Evaporative Control System</b>					
Vapor Storage Canister	5/60	5/60	5/60	5/60	5/60
Canister Close Valve(CCV)	5/60	5/60	5/60	5/60	5/60
Purge Control Solenoid Valve(PCSV)	5/60	5/60	5/60	5/60	5/60
Fuel Pump	5/60	5/60	5/60	5/60	5/60
Fuel Tank	5/60	5/60	5/60	5/60	5/60
Fuel Filler Cap	5/60	5/60	5/60	5/60	5/60
Fuel Tank Pressure Sensor(FTP)	5/60	5/60	5/60	5/60	5/60
ORVR(Vent) Valve	5/60	5/60	5/60	5/60	5/60
Rollover(Cut) Valve	5/60	5/60	5/60	5/60	5/60
<b>Positive Crankcase Ventilation System</b>					
PCV Valve and Hose	5/60	5/60	5/60	5/60	5/60
<b>Exhaust Gas Recirculation System</b>					
EGR Valve					
EGR Control Solenoid Valve					
<b>Catalyst and Exhaust System</b>					
Exhaust Manifold Catalytic Assembly	8/80	8/80	8/80	8/80	8/80
Exhaust Pipe(Manifold to Catalyst)	5/60	5/60	5/60	5/60	5/60
Catalytic Converter Assembly	8/80	8/80	8/80	8/80	8/80
<b>Miscellaneous Items Used In Above Systems</b>					
Hose, Clamps,Gasket or Seals	5/60	5/60	5/60	5/60	5/60
Wires, Harnesses Connectors	5/60	5/60	5/60	5/60	5/60
All Sensor(Switches,Solenoid Valves) associated with the ECM	5/60	5/60	5/60	5/60	5/60
<b>Onboard Emission Diagnostic Device</b>					
Malfunction Indicator Light and Bulb	8/80	8/80	8/80	8/80	8/80
Data Link Connector	8/80	8/80	8/80	8/80	8/80

# California Emission Control Warranty Statement



## California Emission Control Warranty

### Your Warranty Rights And Obligations

The California Air Resources Board and Kia Motors America, Inc., are pleased to explain the emission control system warranty on your 2010 Kia vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Kia must warrant the emission control system on your Kia vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your Kia vehicle.

Your emission control system may include parts such as the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies. Where a warrantable condition exists, Kia will repair your Kia vehicle at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage

For 3 years or 50,000 miles, whichever first occurs:

1. If your Kia vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Kia to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emission-related part on your Kia vehicle is defective, the part will be repaired or replaced by Kia. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles for emission related parts, whichever first occurs :  
(8 years or 80,000 miles for Federal Emission Control Warranty)

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Kia. This is your long-term emission control system **DEFECTS WARRANTY**.

For 2010 SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the **PERFORMANCE WARRANTY** and the **DEFECT WARRANTY**, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first.



## Owner's Warranty Responsibilities

As the Kia vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Kia recommends that you retain all receipts covering maintenance on your vehicle but Kia cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your Kia vehicle to a Kia dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the Kia vehicle owner, you should also be aware that Kia may deny you warranty coverage if your Kia vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Kia Motors America, Inc., Consumer Affairs Department at **1-800-333-4Kia** or the California Air Resource Board at 9528 Telstar Avenue, El Monte, CA 91731.

## Coverage

Kia Motors America, Inc. (Kia), warrants to the owner that any vehicle certified for sale in the State of California and registered in the State of California is designed, built and equipped so as to conform with the emissions standards adopted by the California Air Resources Board. Kia warrants that this vehicle is free from defects in material and workmanship which would cause any part on this vehicle which affects emissions to fail to conform with applicable requirements or to fail to pass a required state smog check test for 3 years or 50,000 miles, whichever occurs first. Kia also warrants that, any part on the warranted emissions parts list in this warranty and installed as original equipment, is free from defects in material and workmanship which would cause this vehicle to fail to conform with applicable regulations for 7 years or 70,000 miles, whichever first occurs.

For 2010 SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the PERFORMANCE WARRANTY and the DEFECT WARRANTY, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first.



## **Warranty Service**

To obtain warranty service, return the vehicle to any authorized Kia dealer. Service will be performed without charge for diagnosis, parts and labor. In case of emergency, see Emergency Service Instructions.

## **Exclusions**

This warranty does not apply to failures caused by abuse, tampering or lack of maintenance; or to any vehicle on which the odometer mileage has been altered so that the vehicle's actual mileage cannot be determined.

## **STATEMENT OF OWNER'S RIGHTS AND OBLIGATIONS**

### **What Is Covered By The Warranty**

If a vehicle fails a state Smog Check test during the coverage period, Kia will repair the vehicle so that it will pass a state Smog Check retest. The owner should take the vehicle to any authorized dealer for Warranty repairs and present a copy of the failed Smog Check test report to the dealer. If the owner is not notified within 30 days that a performance warranty claim is not valid then the manufacture is required to repair the vehicle free of charge.

In addition, if a warranted part fails because of a defect, Kia will repair or replace it at any authorized Kia dealer. Any other parts damaged by the failure of a warranted part will also be repaired or replaced. The repair and/or replacement will be made at no charge to the owner for parts, labor and diagnosis. For emergency situations, see the instructions under Emergency Service.

### **How Long Does The Warranty Last**

The warranty shall apply for 3 years or 50,000 miles, whichever occurs first, except that those parts listed on the warranted parts list are covered for 7 years or 70,000 miles, whichever first occurs, for 2010 SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the PERFORMANCE WARRANTY and the DEFECT WARRANTY, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first. Where parts are scheduled for replacement as required maintenance, the warranty shall apply until the first scheduled maintenance point listed in the Owner's Manual. This warranty begins on the date the vehicle is delivered to the original purchaser or on the date the vehicle is first placed in service, whichever occurs first.



### **What The Owner Must Do**

It is your responsibility to perform the required maintenance and use the vehicle in accordance with Kia's written instructions. Warranty coverage will not be denied solely because there is no record of maintenance. However, failures caused by lack of required maintenance are not covered by the warranty. To avoid questions as to whether the vehicle maintenance has been performed, Kia urges that you retain all receipts and/or maintenance records indicating that service has been performed on the vehicle and these documents should be transferred to any subsequent owner of the vehicle.

### **Service**

MAINTENANCE SERVICE CAN BE PERFORMED BY ANY QUALIFIED SERVICE OUTLET OR BY THE OWNER. HOWEVER, EXCEPT IN AN EMERGENCY SITUATION (SEE EMERGENCY SERVICE), WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED KIA DEALER.

### **Parts**

IT IS RECOMMENDED THAT ANY REPLACEMENT PARTS USED FOR MAINTENANCE OR FOR THE REPAIR OF EMISSIONS CONTROL SYSTEMS BE NEW, GENUINE KIA PARTS. However, the warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-Kia parts for maintenance purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emissions control systems.

### **What Is Not Covered By Emission Warranty**

Malfunctions in any part caused by misuse, alteration, tampering, disconnection or improper or inadequate maintenance.

Damage to catalytic converter due to use of leaded gasoline.

Damage resulting from fire, accident, negligence, act of God or other events beyond the control of Kia.

Maintenance replacement parts (such as spark plugs) beyond the first scheduled replacement point.



Incidental or consequential damages such as loss of use of the vehicle, loss of time, inconvenience, expense for gasoline, telephone, travel or lodging.

Any vehicle on which the odometer mileage has been altered so that actual vehicle mileage cannot readily be determined. (When the Owner replaces the speedometer or has it replaced by a repair facility, then the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer.)

Loss or damage to personal property, loss of revenue, commercial loss or other matter not specifically included.

Damage resulting from the use of a non-Kia part.

### **Emergency Service**

If emergency Emission Control System Warranty service is required and the owner is unable to readily locate an authorized Kia dealer or if a warranted part is not available within 30 days, then, repairs may be performed at any available service establishment, or by the owner, using any replacement part. Kia will reimburse the owner for the owner's expenses including diagnostic

charges for such emergency repair or replacement at Kia's suggested retail price for all warranted parts replaced and labor charges based on Kia's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and copies of paid original receipts must be available for presentation to Kia as a condition of reimbursement for these emergency repairs. In addition, the owner must provide Kia a detailed description indicating why the situation was considered an emergency and why an authorized Kia dealer was not available. Additional information may be obtained by calling **1-800-333-4Kia**. A repair not being complete within 30 days constitutes an emergency.

ATTACHED IS A LIST OF COMPONENTS WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR 7 YEARS OR 70,000 MILES ON VEHICLES/ENGINES AS NOTED.



## California Emission Control Warranty

PARTS DESCRIPTION	Rio	Soul	Forte	Forte	Optima	Optima	Rondo	Rondo	Rondo
		1.6/2.0	2.0/2.4	2024(SULEV)	4 Cyl.	V6	4 Cyl.	2.4(SULEV)	V6
<b>Air Induction System</b>									
Air Cleaner Assembly	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Intake Manifold	7/70	7/70	7/70	7/70	7/70	7/70	7/70	7/70	7/70
Surge Tank & Air intake						7/70			7/70
<b>Fuel Metering System</b>									
Engine Coolant Temperature Sensor(ECT)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Mass Air Flow Sensor(MAF)					5/60	5/60	5/60	5/60	5/60
Manifold Absolute Pressure Sensor(MAP)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Vehicle Speed Sensor(VSS)									
Wheel Speed Sensor(WSS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Injector	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Delivery Line	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Throttle Body	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Throttle Position Sensor(TPS)	5/60	5/60							
Idle Speed Control System	5/60	5/60							
Oxygen Sensor(O2)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Pulsation Damper	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Engine Control Module(ECM)	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80
Transmission Control Module(TCM)									
<b>Ignition System</b>									
Spark Plugs	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Spark Plugs Cable Set	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Ignition Coil	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Camshaft Position Sensor(CMPS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Crankshaft Position Sensor(CKPS)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Valve Timing System</b>									
CVVT Assy	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Oil Control Valve Assy	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Oil Temperature Sensor	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60

Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first. This Limited California Emission Control Warranty applies ONLY to SULEV vehicles which are first sold as new vehicles by dealers in California or any other states adopting and mandating the California Emission Standards. These warranties do not provide any further warranty coverage beyond what is required by state law.



# California Emission Control Warranty



## California Emission Control Warranty

PARTS DESCRIPTION	Rio	Soul	Forte	Forte	Optima	Optima	Rondo	Rondo	Rondo
		1.6/2.0	2.0/2.4	2.0/2.4(SULEV)	4 Cyl.	V6	4 Cyl.	2.4(SULEV)	V6
<b>Evaporative Control System</b>									
Vapor Storage Canister	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Canister Close Valve(CCV)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Purge Control Solenoid Valve(PCSV)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Pump	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Pump Module	5/60								
Fuel Tank	7/70	5/60	5/60	5/60	7/70	7/70	7/70	7/70	7/70
Fuel Filler Cap	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Fuel Tank Pressure Sensor(FTP)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
ORVR(Vent) Valve	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Rollover(Cut) Valve	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Positive Crankcase Ventilation System</b>									
PCV Valve and Hose	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
<b>Exhaust Gas Recirculation System</b>									
EGR Valve									
EGR Control Solenoid Valve									
<b>Catalyst and Exhaust System</b>									
Exhaust Manifold Catalytic Assembly	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80
Exhaust Pipe(Manifold to Catalyst)	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Catalytic Converter Assembly	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80	8/80
<b>Miscellaneous Items Used In Above Systems</b>									
Hose, Clamps,Gasket or Seals	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Wires, Harnesses Connectors	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
All Sensor(Switches,Solenoid Valves) associated with the ECM	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60	5/60
Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first.									
This Limited California Emission Control Warranty applies ONLY to SULEV vehicles which are first sold as new vehicles by dealers in California or any other states adopting and mandating the California Emission Standards. These warranties do not provide any further warranty coverage beyond what is required by state law.									



## California Emission Control Warranty

PARTS DESCRIPTION	Sedona	Sportage	Sportage	Borrego	Borrego
	3.8L	4 Cyl.	V6	V6	V8
<b>Air Induction System</b>					
Air Cleaner Assembly	5/60	5/60	5/60	5/60	5/60
Intake Manifold	7/70	7/70	5/60	5/60	5/60
Surge Tank & Air Intake	7/70		7/70	7/70	
<b>Fuel Metering System</b>					
Engine Coolant Temperature Sensor(ECT)	5/60	5/60	5/60	5/60	5/60
Mass Air Flow Sensor(MAF)	5/60	5/60	5/60	5/60	5/60
Manifold Absolute Pressure Sensor(MAP)	5/60			5/60	
Vehicle Speed Sensor(VSS)				5/60	5/60
Wheel Speed Sensor(WSS)	5/60	5/60	5/60		
Fuel Injector	5/60	5/60	5/60	5/60	5/60
Fuel Delivery Line	5/60	5/60	5/60	5/60	5/60
Throttle Body	5/60	5/60	5/60	5/60	5/60
Throttle Position Sensor(TPS)		5/60	5/60		
Idle Speed Control System		5/60	5/60		
Oxygen Sensor(O2)	5/60	5/60	5/60	5/60	5/60
Pulsation Damper		5/60	5/60		
Engine Control Module(ECM)	8/80	8/80	8/80	8/80	8/80
Transmission Control Module(TCM)			8/80		
<b>Ignition System</b>					
Spark Plugs	5/60	5/60	5/60	5/60	5/60
Spark Plugs Cable Set	5/60	5/60	5/60	5/60	5/60
Ignition Coil	5/60	5/60	5/60	5/60	5/60
Camshaft Position Sensor(CMPS)	5/60	5/60	5/60	5/60	5/60
Crankshaft Position Sensor(CKPS)	5/60	5/60	5/60	5/60	5/60
<b>Valve Timing System</b>					
CVVT Assy	5/60	5/60		5/60	5/60
Oil Control Valve Assy	5/60	5/60		5/60	5/60
Oil Temperature Sensor	5/60	5/60		5/60	5/60

Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first. This Limited California Emission Control Warranty applies ONLY to SULEV vehicles which are first sold as new vehicles by dealers in California or any other states adopting and mandating the California Emission Standards. These warranties do not provide any further warranty coverage beyond what is required by state law.

# California Emission Control Warranty



## California Emission Control Warranty

PARTS DESCRIPTION	Sedona	Sportage	Sportage	Borrego	Borrego
		4 Cyl.	V6	V6	V8
<b>Evaporative Control System</b>					
Vapor Storage Canister	5/60	5/60	5/60	5/60	5/60
Canister Close Valve(CCV)	5/60	5/60	5/60	5/60	5/60
Purge Control Solenoid Valve(PCSV)	5/60	5/60	5/60	5/60	5/60
Fuel Pump	5/60	5/60	5/60	5/60	5/60
Fuel Tank	7/70	7/70	7/70	7/70	7/70
Fuel Filler Cap	5/60	5/60	5/60	5/60	5/60
Fuel Tank Pressure Sensor(FTP)	5/60	5/60	5/60	5/60	5/60
ORVR(Vent) Valve	5/60	5/60	5/60	5/60	5/60
Rollover(Cut) Valve	5/60	5/60	5/60	5/60	5/60
<b>Positive Crankcase Ventilation System</b>					
PCV Valve and Hose	5/60	5/60	5/60	5/60	5/60
<b>Exhaust Gas Recirculation System</b>					
EGR Valve					
EGR Control Solenoid Valve					
<b>Catalyst and Exhaust System</b>					
Exhaust Manifold Catalytic Assembly	8/80	8/80	8/80	8/80	8/80
Exhaust Pipe(Manifold to Catalyst)	5/60	5/60	5/60	5/60	5/60
Catalytic Converter Assembly	8/80	8/80	8/80	8/80	8/80
<b>Miscellaneous Items Used In Above Systems</b>					
Hose, Clamps,Gasket or Seals	5/60	5/60	5/60	5/60	5/60
Wires, Harnesses Connectors	5/60	5/60	5/60	5/60	5/60
All Sensor(Switches,Solenoid Valves) associated with the ECM	5/60	5/60	5/60	5/60	5/60
Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first.					
This Limited California Emission Control Warranty applies ONLY to SULEV vehicles which are first sold as new vehicles by dealers in California or any other states adopting and mandating the California Emission Standards. These warranties do not provide any further warranty coverage beyond what is required by state law.					



# Replacement Parts and Accessories Limited Warranty

Kia Motors America, Inc. warrants that Kia genuine replacement parts and Kia Accessories are free from defects in materials or workmanship, subject to the following terms and conditions.

This warranty covers genuine Kia new or remanufactured replacement parts and Kia Accessories sold by an Authorized Kia Dealer. This includes Kia Accessories installed by an Authorized Kia Dealer or Kia Motors America, Inc. prior to the retail delivery of a new Kia Vehicle.

An Authorized Kia Dealer will either repair or replace any replacement part or accessory to correct any problem covered by this warranty. If the part or accessory was installed by an Authorized Kia Dealer or Kia, it will be repaired or replaced without charge for parts and labor to the owner; if it was installed by anyone else, it will be repaired or replaced without charge for the parts, but the labor charge will be your responsibility.

## Warranty Period

- **Replacement Parts**

Replacement Kia parts (except battery) installed by an Authorized Kia Dealer under warranty are covered for the greater of (1) the duration of the New Vehicle Limited Warranty or (2) the first 12 months from the date of installation of the replacement Kia part or 12,000 miles.

- **Replacement Kia Battery**

This warranty applies only to Genuine Kia replacement batteries purchased from an Authorized Kia Dealer in the United States. Genuine Kia replacement batteries are covered by a limited warranty for the period of 36 months from the date of installation, regardless of mileage. During the first 12 months of the warranty period a defective Kia replacement battery will be replaced at no charge for the new battery, labor or installation. If a Kia replacement battery fails during the last 24 months of the 36-month warranty period, you will receive a pro-rated credit toward the purchase of a new Kia



battery. You are responsible for all diagnostic, labor and installation charges.

**Pro-Ration Chart:**

<u>Months Of Use</u>	<u>Customer Portion</u>	<u>Warranty Portion</u>
13-16 months	10%	90%
17-20 months	30%	70%
21-23 months	45%	55%
24-26 months	60%	40%
27-30 months	75%	25%
31-33 months	85%	15%
34-36 months	90%	10%

Kia will not reimburse you for any portion of the cost of a non-Kia replacement battery.



- **Accessories**

A Genuine Kia accessory installed by Kia or an Authorized Kia Dealer on a new vehicle at the time of, or prior to the vehicle's date of delivery to the original retail purchaser, or the date the vehicle is first put into service, is covered under the New Vehicle Limited Warranty and is limited to 60 months from the date of original retail delivery date of first use, or 60,000 miles, whichever occurs first.

A Genuine Kia accessory installed by an Authorized Kia Dealer after the vehicle was delivered to the original retail purchaser or first put into service shall be warranted for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, from the date of purchase or installation of the accessory.

An air conditioning system installed by Kia or an Authorized Kia Dealer covered for twelve-(12)months or twelve thousand(12,000) miles, whichever occurs first, or the remainder of the New Vehicle Limited Warranty, whichever is greater, from the date of installation. Over-The-Counter : Genuine Kia Parts Including (Audio,Air-Conditioning),Genuine Kia accessories or service parts,purchased over-the-

counter and installed by other than a Kia dealer is warranted for twelve (12) months/unlimited mileage. The warranty covers repair or replacement of the part only and does not cover labor.

### **What Is Not Covered**

- Damage or corrosion due to such factors as accidents, negligence, improper repairs or adjustments, misuse, alterations or collision.
- Damage or surface corrosion from environment such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, road hazards, hail, wind storm, lightning, floods and other acts of God.
- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- Air conditioner refrigerant charge after the first 12 months, unless replenished as part of a warranty repair.
- Replacement parts or accessories installed on a Kia Vehicle in which the odometer has been altered, or on which the actual mileage cannot be readily determined.
- Replacement parts or accessories used in applications for which they are not designed.



- Replacement parts or accessories installed improperly by other than an Authorized Kia Dealer or Kia.
- Any replacement part or accessory without proof of purchase or replacement date.
- Non-Kia replacement parts or accessories which an Authorized Kia Dealer may sell or install on your Kia Vehicle.

### **To Get Warranty Service**

You must take your Kia Vehicle, along with this manual and proof of purchase or replacement date, to an Authorized Kia Dealer in the United States during its normal service hours. If you have any questions or need assistance regarding this warranty, refer to “When You Need to Talk to Kia” starting on page 43.

### **Limited Liability**

The liability of Kia Motors America, Inc. under this warranty is limited solely to the repair or replacement of Kia-supplied parts, defective in materials or workmanship, by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

### **Other Terms**

The “Other Terms” stated on page 10 in the New Vehicle Limited Warranty also apply to this warranty.



The service records on this and the following pages have been designed to include the signature of your Authorized Kia Dealer representative or other repair establishment representative. This signed form is evidence of completion of maintenance services and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia Vehicle. Claims made during the warranty term will not qualify under the warranty if resulting from lack of maintenance rather than from defective material or workmanship

## Scheduled Maintenance Intervals

For your reference, the chart below shows the basic intervals of the scheduled maintenance. Refer to your Owner's Manual to make sure of the complete schedule.

<b>NORMAL DRIVING CONDITION</b>	<b>7,500 MILES or 7.5 MONTHS</b>
<b>SEVERE DRIVING CONDITION*</b>	<b>5,000 MILES or 5 MONTHS</b>

\*Refer to your Owner's Manual for the specific conditions.

## Pre-Delivery Inspection

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

## Service #1

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

## Service #2

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_





## Scheduled Maintenance Record

---

### Service #3

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

### Service #4

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

### Service #5

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

### Service #6

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

### Service #7

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

### Service #8

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_



# Scheduled Maintenance Record

---

**Service #9**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #10**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #11**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #12**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #13**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #14**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_



## Scheduled Maintenance Record

---

**Service #15**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #16**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #17**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #18**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #19**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_

---

**Service #20**

Mileage: \_\_\_\_\_

R.O. Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized  
Signature: \_\_\_\_\_

Dealership: \_\_\_\_\_



The undersigned Dealer wants you to know that at the time your new Kia Vehicle is being delivered:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this Kia Vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection. This inspection is limited to those emission control devices or portions thereof which are visible without removal or adjustment of any vehicle component or system of the Kia Vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emission control device" is limited to all devices installed on a Kia Vehicle for the sole or primary purpose of controlling Kia Vehicle's emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the Kia Vehicle, as set forth in the current pre-delivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, the Kia Vehicle warrantor shall remedy free of charge to the customer, under terms of the warrantor's emission performance warranty, if this Kia Vehicle fails to pass an EPA-approved emission test under BOTH of the following conditions:
  - a. If such test is prior to the expiration of **three months or 4,000 miles** (whichever comes first) from date or mileage at time of delivery to the ultimate buyer.
  - b. If the Kia Vehicle has been maintained and used in accordance with the manufacturer's written instructions for proper maintenance and use.
5. Check here if the Kia Vehicle is a company car or demonstrator and complete the following:

The Kia Vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commenced on the date the vehicle was first placed in service, namely on

\_\_\_\_\_  
Month

\_\_\_\_\_  
Day

\_\_\_\_\_  
Year

#### NOTE

The dealer makes no representation or warranty that the emission control system or any part thereof is without defect nor that the system will properly perform. The warrantor's emission performance warranty referred to above, furnished with this Kia Vehicle, is solely that of the warrantor. This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

Dealership Name: \_\_\_\_\_

# To Our Customer



When you need to talk to Kia and Roadside Assistance

This section contains information about Kia's Roadside Assistance Program, contacting Kia Motors America and the BBB AUTO LINE. Please review the procedures on the next few pages. They are provided to help resolve any concerns you may have with your vehicle or dealership. Feel free to contact us at any time.

Also included are basic requirements established by your state regarding Lemon Laws for your reference.

## ROADSIDE ASSISTANCE PROGRAM

As an added customer benefit, Roadside Assistance is provided on all new 2010 model Kia Vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use (in-service date), whichever is earlier, for a period of 60 months or 60,000 miles, whichever is earlier, subject to the terms, conditions and exclusions set forth in this manual.

More information regarding the services available under Kia's Roadside Assistance program is available in your Kia Vehicle's Owner's Manual. These services

generally include:

- Towing to the nearest authorized Kia dealer or an alternative service location in the event of a warranty-related disablement
- Out of gas assistance (out of gas assistance is limited to a maximum of 2 times per year and a maximum of 2 gallons of gasoline)\*
- Flat tire assistance\*
- Jump start assistance\*
- Lock-out assistance\* (excludes reimbursement for replacement of any missing, lost or damaged keys)
- Trip interruption expense benefits in the event a warranty-related disablement occurs more than 150 miles from home and the repairs require more than 24 hours to complete (limited to \$100 per day for a maximum of 3 days per incident) NOTE: Fleet vehicles are excluded from reimbursement under Kia's Trip Interruption Policy.

\* Roadside Services are limited to a maximum of \$75 per occurrence.



Kia's toll free Roadside Assistance hot line is staffed 24 hours a day, 365 days a year and is accessible by dialing 1-800-333-4Kia (4542). Please note that you must provide your Vehicle Identification Number (VIN) to verify coverage at the time of your call. The VIN can be found on the dash of your vehicle on the driver's side, on the door jamb of the driver's door, your vehicle's registration or proof of insurance card.

Kia Motors America reserves the right to limit or deny services or other benefits to any owner or driver when, in Kia Motors America's judgment, the claims and/or service requests are excessive in frequency or type of occurrence.

The following is not covered under Roadside Assistance:

- Any Kia vehicle that has ever been or should be issued a "Salvage" title or similar "branded" title under any state's law or has been declared a "total loss" or equivalent by a financial institution or insurance company.

## Kia Owner Satisfaction and Assistance



Both Kia Motors America and your Kia dealer are dedicated to serving all of your automotive needs. Your complete satisfaction is our primary concern. Your Kia dealer is available to assist you with all of your automobile sales, parts and service requirements.

If, however a situation arises that has not been addressed to your satisfaction, we ask that you take the following steps:

### **STEP 1 :**

Discuss the situation with the dealership management. If a problem still exists, contact the dealership General Manager or Owner. Your Kia dealership is best equipped to resolve the matter for you.

### **STEP 2 :**

If the problem has still not been addressed to your satisfaction, please contact our Kia Customer Assistance Center using our toll free number:

1-800-333-4KIA(4542)



To assist you the Customer Assistance Center will ask for the following information:

- Your name, address and telephone number
- Vehicle identification number (on dashboard and on label installed on the driver's door).
- Date of purchase
- Current odometer reading
- Your Kia dealership's name

Or you can write to Kia with the above information at:

Consumer Assistance Center  
Kia Motors America, Inc.  
P. O. Box 52410  
Irvine CA 92619-2410

### **STEP 3 :**

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called AUTO LINE is available to you. This independent agency is run by the Council of Better Business Bureaus and is provided at no cost to you. You may contact them at:

AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd.  
Arlington, VA 22203  
800-955-5100





The purpose of the AUTO LINE is to settle disputes between vehicle manufacturers and customers. The AUTO LINE staff will record the details of your concern by telephone and will ask for the same information as in Step 2.

The AUTO LINE program consists of two parts - mediation and arbitration. The BBB AUTO LINE staff will provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to present your case personally before an impartial person or three person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

If you accept the decision, it will be legally binding on you and Kia. However, in some states, if the decision is not accepted, it may be introduced either by you or Kia as evidence in subsequent court action. Disputes handled through the BBB Auto Line process are usually resolved within 40 days of your contacting the BBB. If you have not contacted Kia Motors America, Inc. first regarding your complaint, the arbitration process will take no longer than 47 days.

You must use BBB AUTO LINE prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the "ACT"). In addition, you must use BBB AUTO LINE if you are required to do so prior to seeking remedies available under the "Lemon Law" of your state. However, your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use BBB AUTO LINE, although that option is still available to you. The following section has been developed with information on contacting Kia and on the basic provisions of your State's "Lemon Laws". In some states, your Kia dealership may provide you with Lemon Law disclosure information in addition to the booklet in accordance with state law. Other states may have their own state-operated complaint resolution processes. Your eligibility for this program is determined by your vehicle's age, mileage and other contributing factors.



## NOTICE TO CONSUMERS STATE OF ALABAMA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF ALASKA



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below and its dealer, by certified mail, of the problem with your vehicle before 60 days have elapsed after the expiration of the express warranty on the one-year period after the date of delivery of the motor vehicle to the original owner, whichever occurs first, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF ARIZONA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies under your state Lemon Law and remedies which are not created by the Magnuson-Moss Warranty Act, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state’s Lemon Law, you must first:

- 1) notify Kia at the address below, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF ARKANSAS



## Arkansas Consumer Notice

If your vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, you may be entitled under the provisions of the Arkansas "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a repurchase or replacement under your state Lemon Law, you must use BBB AUTO LINE, Kia's third-party arbitration program administered by the Council of Better Business Bureaus, which has been certified by the Arkansas Attorney General, prior to initiating court action. However, if you choose to seek other remedies under your state Lemon Law and remedies which are not created by the Magnuson-Moss Warranty Act, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under Arkansas Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

For further information regarding your rights and obligations under the Arkansas Lemon Law, you may contact the Consumer Protection Division of the Office of the Arkansas Attorney General at (501)682-6150.



## NOTICE TO CONSUMERS STATE OF CALIFORNIA

1. Kia participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Arlington, Virginia 22203) through local Better Business Bureaus.

If you have a problem arising under a Kia's written new vehicle warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims arising under a Kia's written new vehicle limited warranty must be filed with the BBB within six (6) months after the expiration of the warranty.

To file a claim with BBB Auto Line, call 1-800-955-5100. Your call will be automatically directed to the appropriate BBB AUTO LINE office in California. There is no charge for this call.

2. In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time your problem was first brought to the attention of Kia or one of our dealers, and a statement of the relief you are seeking.

BBB staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, eligible customers may present their case to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued 40 days from the time your complaint is filed (47 days if you did not first contact Kia about your problem).

3. California Civil Code Section 1793.2(d) requires that, if Kia or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Kia may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Kia has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first,



the same life-threatening nonconformity (a condition likely to cause death or serious bodily injury if the vehicle is driven) has been subject to repair 2 or more times by Kia or its representatives or the same nonconformity (a defect or malfunction which substantially impairs the use, value or safety of the vehicle) has been subject to repair 4 or more times by Kia or its representatives and the buyer has notified Kia of the need for the repair of the nonconformity.

California Civil Code Section 1793.22(b) also creates a presumption that a reasonable number of attempts have occurred if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, a vehicle is out of service by reason of repair of nonconformities by Kia or its representatives for a cumulative total of more than 30 calendar days after delivery to the buyer.

These presumptions shall only apply if you have at least once directly notified Kia of the need to repair the nonconformity. Such notice must be sent to:

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



#### 4 REMEDIES YOU MAY SEEK IN BBB AUTO LINE:

In using the BBB AUTO LINE, you may seek repairs, reimbursement for past repairs, incidental/collateral damages, and the repurchase or replacement of your vehicle.

**IF YOU SEEK THE REPURCHASE OF YOUR VEHICLE**, you may seek up to the following amounts for problems arising under your Kia written new vehicle warranty:

**FOR OWNED VEHICLES:** (a) The actual price paid for the vehicle, including any charges for transportation and Kia-installed options, but excluding non-Kia items installed by a dealer or the buyer; (b) Collateral charges such as sales tax, license fees, registration fees, and other official fees; and (c) Reasonable expenses incident to a vehicle nonconformity, including (1) reasonable repair, towing and rental car costs actually incurred by you; and (2) prepayment penalties, early termination charges and earned finance charges, if actually paid, incurred, or to be incurred (this does not include charges for which you are justly responsible). A deduction for damage to your vehicle and/or for your use of the vehicle may be made.

#### **FOR LEASED VEHICLES:**

##### **TO THE LESSOR:**

- a. Pay-off amount due pursuant to the lease agreement **MINUS** amount of any security deposit held by lessor **MINUS** amount of any refund due to the lessor for the unexpired term of a service contract or insurance included in the lease agreement.

##### **TO THE LESSEE:**

- a. **Collateral Charges.** Collateral charges such as sales/use tax paid by lessee up to date of repurchase and license fees, registration fees, and other official fees paid by lessee; **PLUS**
- b. **Incidental Damages.** Reasonable expenses incident to the nonconformity, including reasonable repair, towing and rental car costs actually incurred by the lessee; **PLUS**





- c. Amount of any security deposit held by lessor; **PLUS**
- d. The amount of any trade-in or deposit made by lessee (capitalized cost reduction); **PLUS**
- e. Total base monthly payments made by lessee to lessor.

A deduction for damage to your vehicle and/or for your use of the vehicle may be made. A deduction may also be made if the Arbitrator determines that the lessee is justly responsible for early termination charges or other charges.

**IF YOU SEEK THE REPLACEMENT OF YOUR VEHICLE**, you may seek up to the following for problems arising under Kia's written new vehicle limited warranty: (a) a new motor vehicle substantially identical to the vehicle replaced; (b) any sales or use tax, license fees, registration fees, and other official fees which you are obligated to pay in connection with the replacement; and (c) reasonable expenses incident to the nonconformity, including reasonable repair, towing, and rental car costs actually incurred by you.

A deduction for damage to your vehicle and/or for your use of the vehicle may be made.

**WHEN A REPAIR OR REIMBURSEMENT** for past repairs is awarded for problems arising under Kia's written new vehicle limited warranty, the Arbitrator may also award incidental damages (reasonable expenses incident to the claimed defect or malfunction, including repair, towing and rental car costs incurred by the customer) when the Arbitrator has determined the warranty has failed its essential purpose.

- 5. You are free to reject the decision issued by a BBB AUTO LINE Arbitrator. If you reject the decision, you will be free to pursue further legal action.

If you accept the Arbitrator's decision, Kia will be bound by the decision, and will comply with the decision within a

reasonable time, not to exceed 30 days, after we receive notice of your acceptance of the decision.

- 6. Please call BBB AUTO LINE for further details as to your eligibility for this program at (800) 955-5100.



## NOTICE TO CONSUMERS STATE OF COLORADO

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated on this page.

In order to be entitled to the presumption of a reasonable number of repair attempts or days out of service under Colorado Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

A notification form has been provided to assist you.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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

**KIA MOTORS AMERICA, INC. PO Box 52410, Irvine, CA 92619-2410**  
**NOTIFICATION TO MANUFACTURER**



Name \_\_\_\_\_

Address \_\_\_\_\_

(Street)

(City)

(State)

(Zip)

Phone \_\_\_\_\_

(Home)

(Business)

Vehicle Information \_\_\_\_\_

(Model)

(Year)

VIN \_\_\_\_\_ Date of Purchase \_\_\_\_\_ Mileage \_\_\_\_\_

Servicing Dealer \_\_\_\_\_

Number of Days Vehicle Has Been Out of Service \_\_\_\_\_

Number of Times the Dealer Has Attempted to Repair the Same Condition \_\_\_\_\_

Description of Concern \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Written notification by certified mail of the nonconformity is required in order for the consumer to obtain remedies under the Colorado Lemon Law.



## NOTICE TO CONSUMERS STATE OF CONNECTICUT



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Connecticut “Lemon Law” to a replacement or repurchase of the vehicle. To exercise your Lemon Law rights, you must first report the condition in writing to Kia at the address listed below.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF DELAWARE

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding you Kia after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS DISTRICT OF COLUMBIA



### District of Columbia Consumer Notice

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must resort to the Board of Consumer Claims Arbitration prior to initiating court action.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below or an authorized Kia dealer of the problem with your vehicle within 18,000 miles of operation or two years following the original delivery of the vehicle, whichever is earlier.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS DISTRICT OF COLUMBIA

### NOTICE TO PURCHASER

IF, AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER IS UNABLE TO REPAIR OR CORRECT ANY NONCONFORMITY, DEFECT OR CONDITION WHICH RESULTS IN SIGNIFICANT IMPAIRMENT OF THE MOTOR VEHICLE, THE MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR VEHICLE WITH A COMPARABLE MOTOR VEHICLE, OR ACCEPT RETURN OF THE MOTOR VEHICLE FROM THE CONSUMER AND REFUND THE CONSUMER THE FULL PURCHASE PRICE, INCLUDING ALL SALES TAX, LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENT CHARGES. IF YOU HAVE ANY QUESTIONS CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS.

Signature of Purchaser \_\_\_\_\_

\* "Consumer shall be provided a copy of this signed notice for his or her own records."



## NOTICE TO CONSUMERS STATE OF FLORIDA



If the new motor vehicle you have purchased or leased does not conform to the manufacturer's express warranty, you may be entitled to a replacement or refund under the Florida Motor Vehicle Warranty Enforcement Act.

To exercise your rights, you first must notify the manufacturer in writing, after three attempts have been made to repair the same nonconformity, of the need to repair the defect or condition in order to allow Kia a final attempt to cure the nonconformity. This notice must be sent by registered or express mail to Kia at the address listed below. The Motor Vehicles Defect Notification form is provided to you in the pamphlet "Consumer Guide to the Florida Lemon law" found in the glove compartment of your vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. To initiate arbitration, you must contact BBB AUTO LINE through their 800# provided on page 45 of this book. Should you seek a repurchase or replacement under your state Lemon Law, you must use BBB AUTO LINE, prior to initiating court action. However, if you choose to seek other remedies under any other law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF GEORGIA

If during the “Lemon Law Rights Period”(which generally ends one year after the date of delivery of the vehicle or after 12,000 miles) a condition arises that does not conform to applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to repair of the nonconformity at Kia’s expense or to a replacement or repurchase of the vehicle. Further, you are entitled to receive upon request, a copy of any report or computer reading compiled by a Kia representative regarding inspection, diagnosis or test-drive of your new Kia. Each time your vehicle is returned from being diagnosed or repaired under the “Lemon Law” rights period or under a warranty, the Kia dealer shall provide you with a fully itemized, legible statement or repair order indicating any diagnosis made, and all repairs which were performed.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. Should you seek a repurchase or replacement under your state Lemon Law, you must use BBB AutoLine prior to filing for arbitration with the Georgia new motor vehicle arbitration panel or initiating court action.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon law, you must first:

- 1) notify Kia at the address below, by certified mail, return receipt requested, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF HAWAII



If this vehicle does not conform to its applicable warranties, and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Written notification to Kia of the motor vehicle nonconformity at the address indicated below is required in order to become eligible for a replacement or repurchase of the vehicle.

Kia offers its customer third party arbitration through BBB AUTO LINE, a dispute resolution process administered by the Council of Better Business Bureaus. For further information regarding arbitration through BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

You may also be entitled to arbitration under a arbitration program certified and administered by your state. For further information about your state's certified arbitration program, contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF IDAHO

IMPORTANT : IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S **LEMON LAW** TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS.

HOWEVER, TO BE ENTITLED TO A REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE.

YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

In order to exercise these legal rights, you must first :

- 1) notify Kia at the address below of the problem with your vehicle,
- 2) provide Kia with an opportunity to repair it, and
- 3) use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

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

# NOTICE TO CONSUMERS STATE OF ILLINOIS



If after a reasonable number of repair attempts, the new motor vehicle you purchased does not conform to Kia's express warranty, under the Illinois New Vehicle Buyer Protection Act you may be entitled to a new (or comparable) replacement vehicle or, upon return of the car, to a refund of the full purchase price including all collateral charges, less an allowance for your actual use. It is presumed that a reasonable number of repair attempts have been made if, during one (1) year following delivery or 12,000 miles of use, whichever occurs first, there have been four or more unsuccessful attempts to repair the same nonconformity, or the vehicle has been out of service for repair of nonconformities for a total of thirty (30) or more business days.

In order to exercise these legal rights, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle,
- 2) provide Kia with an opportunity to repair it, and
- 3) use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE, is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you are dissatisfied with the decision reached in the informal dispute settlement procedure or the results of such a decision, you may bring a civil action to enforce your right under the New Vehicle Buyer Protection Act.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF INDIANA

IMPORTANT : If this vehicle is defective, you may be entitled under state law to a replacement or refund.

### NOTICE

INDIANA LAW REQUIRES YOU TO USE A CERTIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES.

FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER § 24-5-13-19.

Should you seek a replacement or refund under the Indiana Lemon Law, you must use the BBB AUTOLINE prior to initiating court action.

BBB AUTOLINE is a third-party complaint resolution service administrated by the Coucil of Better Business Bureaus. For additional information about the BBB AUTOLINE, review pages 43-47 on this book or contact Kia at the address or toll-free number indicated below;

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

## NOTICE TO CONSUMERS STATE OF IOWA



“THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF 1991 IOWA ACTS HOUSE FILE, 566, COMMONLY REFERRED TO AS THE “LEMON LAW” IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER’S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST TWO YEARS OF OWNERSHIP OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER’S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER LEMON LAW, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL’S OFFICE AT: CONSUMER PROTECTION DIVISION, HOOVER STATE OFFICE BUILDING, DES MOINES, IOWA 50319 OR CALL (515) 281-5926.”

To contact the manufacturer, call or write to:

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

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. Should you seek a repurchase or replacement under your state Lemon Law, you must use BBB AutoLine prior to initiating any court action.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll free number indicated above.



In addition, in order to seek remedies under your state Lemon Law you must first:

- 1) notify Kia at the address above, by certified mail, registered mail or overnight service of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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



# NOTICE TO CONSUMERS STATE OF KANSAS



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## **NOTICE TO CONSUMERS STATE OF KENTUCKY**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF LOUISIANA



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF MAINE

**LEMON LAW INFORMATION: IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE.** The Maine “Lemon Law” (10 M.R.S.A. Sec’s. 1161-1169) provides protection for consumer buyers or lessees who have serious problems with their new vehicle.

**UNDER THE LEMON LAW, YOU MAY HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:**

- 1) There is a defect(s) which substantially impairs the use, safety, or value of the vehicle, **AND**
- 2) The defect(s) still exists or has recurred after either:
  - A. three or more repair attempts for the same defect, two or more which must be by the same dealer, or
  - B. being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, **AND**
- 3) This unrepaired defect(s) happened within the Lemon Law’s term of protection: the manufacturer’s express warranties, or the two-year period following the delivery date of the vehicle to the original consumer buyer or lessee, or during the first 18,000 miles of operation, whichever comes first, **AND**
- 4) You notified the manufacturer that you wanted a refund or replacement vehicle and you gave the manufacturer one final repair attempt of no more than 7 business days. **FOR THIS VEHICLE YOU MUST NOTIFY THE FOLLOWING PERSON OF THE DEFECTS AND THE RIGHT TO MAKE A FINAL REPAIR:**

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

Send this final repair letter by certified mail with a receipt, and keep a copy for your records.

**IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE LEMON LAW STANDARDS HAVE BEEN MET, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY THE STATE.**



This state-run arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program you will be sent a decision within 45 days of when you request for arbitration is accepted.

**THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS**

To request arbitration or to get further information, contact:

**Attorney General's Lemon Law Arbitration Program  
Consumer & Antitrust Division  
State House Station 6  
Augusta, ME 04333  
(207)626-8848**

Should you seek a replacement or repurchase of your vehicle under the Maine Lemon Law, you must first resort to BBB AUTO LINE or arbitration through the state-run program prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under the Maine Lemon Law, you need not use BBB AUTO LINE.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF MARYLAND

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

In order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, return receipt requested, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF MASSACHUSETTS



## MASSACHUSETTS “LEMON LAW” INFORMATION:

### IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE

The Massachusetts “Lemon Law,” MGI c. 90, s. 7N 1/2 provides protection for consumers who have serious problems with their new vehicle.

### UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

- A) there is a substantial defect(s), **AND**
- B) the defect(s) still exists or has recurred after either:
  - 1. three or more repair attempts for the same defect, or
  - 2. being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, within one year of 15,000 miles (whichever comes first) after original delivery, **AND**
- C) the manufacturer has been notified of the defect(s) and given one final repair attempt of no more than seven business days.

### IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE STANDARDS HAVE BEEN MET, YOU HAVE THE RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE-CERTIFIED ARBITRATOR.

This state-certified arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within 45 days of when your request for arbitration is accepted.

Under the law, you must request state-certified arbitration within 18 months of original delivery of the vehicle.

### THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.



To request arbitration or to get information, contact:

Office of Consumer Affairs  
and Business Regulation  
One Ashburton Place  
Boston, MA 02108

Lemon Law Information: (617) 727-7780, 1-888-283-3757

Kia offers its customers arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. For additional information about BBB AUTO LINE, review pages 43-47 of book or contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF MICHIGAN



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF MINNESOTA

**“IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE’S “LEMON LAW” TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM, WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA.”**

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus. Should you seek a replacement or repurchase under your state Lemon Law, you must use BBB AUTO LINE prior to initiating court action.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF MISSISSIPPI



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF MISSOURI

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and;
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF MONTANA



## Montana Consumer Notice

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must :

- 1) notify Kia at the address below, by mail, of the problem with your vehicle, and:
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF NEBRASKA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must :

- 1) notify Kia at the address below, by mail, of the problem with your vehicle, and:
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF NEVADA



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## **NOTICE TO CONSUMERS STATE OF NEW HAMPSHIRE MOTOR VEHICLE ARBITRATION BOARD**

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) and/or registered in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle, motorcycle, or truck with a gross vehicle weight not exceeding 9,000 pounds.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value, or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent, or an authorized dealer, or it has been out of service by reason of repair of one or more nonconformities, defects, or conditions for a cumulative total of thirty business days, you may be entitled to apply for a comparable replacement or a refund of purchase price plus incidental damages less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the manufacturer (including the dealership service) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism. Forms for electing to proceed before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.





For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the **New Hampshire Motor Vehicle Arbitration Board, 10 Hazen Drive, Concord, New Hampshire 03305, telephone (603) 271-6383**, or your dealer.

Kia offers its customers third-party arbitration through BBB AUTOLINE a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTOLINE, review page 43~47 of this book or contact Kia at the address or toll-free number indicated below.

You may also wish to contact Kia at the following address:

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



## NOTICE TO CONSUMERS STATE OF NEW JERSEY

**“IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER NEW JERSEY LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, 124 HALSEY STREET, NEWARK, NEW JERSEY 07102, TEL. NO. (973)504-6226.”**

The Lemon Law is a consumer protection law enacted by the New Jersey Legislature to assist consumers when they purchase a new motor vehicle that develops repeated defects or lengthy unusable periods during the first two years or 18,000 miles (whichever comes first). A new motor vehicle is presumed a lemon if it has one or more defects that continue to exist after three attempt at repairs, OR after the vehicle has been out of service for a total of 20 cumulative calendar days. The law also provides procedures to quickly resolve disputes between a consumer and a manufacturer and specific remedies when the uncorrected defect substantially impairs the use, value or safety of the new vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, return receipt requested, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF NEW MEXICO



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## **NOTICE TO CONSUMERS STATE OF NEW YORK NEW CAR LEMON LAW BILL OF RIGHTS**

- (1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.**
- (2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.**
- (3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.**
- (4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES.**
- (5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE CAR.**
- (6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.**
- (7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.**
- (8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.**
- (9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.**



**(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER AFFAIRS OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.**

Should you seek a replacement or repurchase under the Lemon Law, you must use either BBB AUTO LINE or your state arbitration board prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF NORTH CAROLINA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle at least 10 days before filing suit, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

## NOTICE TO CONSUMERS STATE OF NORTH DAKOTA



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of your vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF OHIO

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.**

### NOTICE

**OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE.**

Should you seek a replacement or repurchase under Ohio Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party complaint resolution service administered by the Council of Better Business Bureaus. For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

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



## NOTICE TO CONSUMERS STATE OF OKLAHOMA



### Oklahoma Consumer Notice

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state's Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## **NOTICE TO CONSUMERS STATE OF OREGON**

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll- free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle (a request by you to use BBB AUTO LINE to resolve your concerns would qualify as proper notification), and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF PENNSYLVANIA



## Pennsylvania Consumer Notice

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value, or safety of this vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your Lemon Law rights only cover defects which occur within one year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

The law states that it is reasonable for the dealer, manufacturer, or its agent to make up to three separate attempts to correct the same defect.

After three unsuccessful repair attempts, or after a total of thirty days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use.

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep those records for future reference.

For more information, contact the Office of Attorney General, Bureau of Consumer Protection, Strawberry Square, 14th Floor, Harrisburg PA 17120



If a dispute arises concerning a defect, you must resort to BBB AUTO LINE, a third-party complaint resolution service offered by Kia and administered by the Council of Better Business Bureaus. However, if you choose to seek remedies that are not created by the Pennsylvania Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below:

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

## NOTICE TO CONSUMERS STATE OF RHODE ISLAND



### Rhode Island Consumer Notice

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle. You must use either BBB AUTO LINE or the arbitration procedure established by Rhode Island’s Consumer Council prior to initiating court action if you seek a replacement or repurchase of your vehicle. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek remedies that are not created by your state Lemon Law, you need not use BBB AUTO LINE or the procedure established by the Rhode Island Consumer Council, although the option of using BBB AUTO LINE is still available to you.

In addition, in order to seek remedies under your state Lemon Law, you must provide Kia with one additional repair attempt.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below:

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



## NOTICE TO CONSUMERS STATE OF SOUTH CAROLINA

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF SOUTH DAKOTA



## South Dakota Consumer Notice

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF TENNESSEE

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third-party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



# NOTICE TO CONSUMERS STATE OF TEXAS



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, and the non-conformity creates a serious safety hazard or substantially impairs the use or market value of the vehicle, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under your state Lemon Law, you must resort to the Texas Motor Vehicle Commission's resolution process prior to initiating court action.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a dispute resolution service administered by the Council of Better Business Bureaus (BBB), to equitably resolve your concerns. This service is offered at no cost to you. BBB AUTO LINE decision is binding on Kia, but not on you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle and,
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



# NOTICE TO CONSUMERS STATE OF UTAH

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by mail, of the problem with your vehicle.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF VERMONT



## Vermont Consumer Notice

The Vermont Lemon Law applies to new motor vehicles sold or leased (for two or more years) or registered in the State of Vermont. A new motor vehicle is defined a passenger vehicle or truck, with a gross vehicle weight of 12,000 pounds or less, still under the manufacturer's express warranty.

You may be entitled to apply for a comparable replacement vehicle or prorated refund if :

- 1) you discover a defect during the express warranty period which substantially impairs the use, market value or safety of this vehicle which has not been successfully repaired after three repair attempts by an authorized dealer, with at least the first repair occurring under the express warranty; or
- 2) this vehicle has been out of service for repair for a cumulative total of thirty (30) calendar days within the express warranty.

A written repair order or examination must be obtained for a repair attempt to qualify towards meeting the presumption of reasonable repair.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You may not use the Lemon Law if you elect to use the manufacturer's dispute settlement mechanism or if you have stopped making payments on any finance agreement.

The New Motor Vehicle Arbitration program includes other eligibility requirements that you must meet to qualify.

Forms to initiate the New Motor Vehicle Arbitration process should be included with your new vehicle upon delivery.



For information as to your rights under the Lemon Law or to request forms, contact :

**New Motor Vehicle Arbitration  
Agency of Transportation - Drawer 33  
Policy & Hearing Section  
National Life Records Center Building  
Montpelier, VT 05633 - 5001  
Telephone : 802-828-2943 Facsimile : 802-828-2413  
Telecommunications Relay Service, TTY/TDD:1-800-253-0191  
[www.state.vt.us/atg/Lemon.htm](http://www.state.vt.us/atg/Lemon.htm)**

Kia offers its customer third-party arbitration through BBB AUTOLINE a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTOLINE, review page 43~47 of this book or contact Kia at the address or toll-free number indicated below. You may also wish to contact Kia directly at the following address :

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

## NOTICE TO CONSUMERS STATE OF VIRGINIA



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Kia offers its customers third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF WASHINGTON

If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use your state sponsored new motor vehicle arbitration board, or Kia's third-party arbitration through BBB AUTO LINE, a complaint resolution service administered by the Council of Better Business Bureaus, prior to initiating court action.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address of toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first notify Kia at the address below, by certified mail, of the problem with your vehicle and your request for either a refund or replacement of the vehicle.

Should you have any concerns or questions regarding your Kia after you have contacted your local Kia dealer, please contact Kia at:

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

# NOTICE TO CONSUMERS STATE OF WEST VIRGINIA



**“IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER AN OPPORTUNITY TO REPAIR THE VEHICLE.”**

Should you seek replacement or repurchase under Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the council of Better Business Bureaus.

However, if you choose to seek other remedies that are not under your state Lemon law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia dealer, please contact Kia at:

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



## NOTICE TO CONSUMERS STATE OF WISCONSIN

IMPORTANT : If this vehicle is defective, you may be entitled under state law to a replacement or refund

### NOTICE

WISCONSIN LAW REQUIRES YOU TO USE A CERTIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES.

FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER §218.0171

Should you seek a replacement or refund under the Wisconsin Lemon Law, you must use the BBB AUTOLINE prior to initiating court action.

BBB AUTOLINE is a third-party complaint resolution service administrated by the Coucil of Better Business Bureaus. For additional information about the BBB AUTOLINE, review pages 43-47 on this book or contact Kia at the address or toll-free number indicated below;

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



## NOTICE TO CONSUMERS STATE OF WYOMING



If this vehicle does not conform to its applicable warranties and Kia or its dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use BBB AUTO LINE prior to initiating court action. BBB AUTO LINE is a third party arbitration service administered by the Council of Better Business Bureaus. However, if you choose to seek other remedies that are not under your state Lemon Law, you need not use BBB AUTO LINE, although that option is still available to you.

For additional information about BBB AUTO LINE, review pages 43-47 of this book or contact Kia at the address or toll-free number indicated below.

In addition, in order to seek remedies under your state Lemon Law, you must first:

- 1) notify Kia at the address below, by certified mail, of the problem with your vehicle, and
- 2) provide Kia an opportunity to repair it.

Should you have any concerns or questions regarding your Kia vehicle after you have contacted your local Kia Dealer, please contact Kia at:

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



## Notes

## Notes



**P/N UM 100 PS 002**



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