

# 2004

WARRANTY AND  
CONSUMER  
INFORMATION  
MANUAL



**Extra Care**



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## Warranty Coverage at a Glance

	12	24	36	48	60	72	84	96	
Comprehensive	60 Months / 100,000km								
Power Train	60 Months / 100,000km								
The First Year Adjustments	12 Months / 20,000km								
Battery	36 Month Prorated								
Paint Defect	12 Months / 20,000km								
Anti-Perforation	60 Months Unlimited km								
Emissions Systems (Factory)	60 Months / 100,000km								
Emissions System (Federal)	96 Months / 130,000km								
Accessories (If Installed prior to retail delivery)	36 Months / 60,000km								
Accessories (If Installed after retail delivery)	12 Months / 20,000km								
DVD Entertainment System	36 Months / 60,000km								

# New Vehicle Limited Warranty

KIA

New Vehicle Limited Warranty

## What Is Covered

Subject to the terms and conditions set out below, Kia warrants that under the New Vehicle Limited Warranty your new Kia Vehicle will be free from defects in material and/or workmanship under normal use, operation and maintenance during the applicable warranty coverage period(s) described below. Where required, Kia will repair or correct at no charge to you any covered defect in your new Kia Vehicle using new or approved remanufactured parts.

## The Warranty Period

The New Vehicle Limited Warranty – Comprising Comprehensive Warranty Coverage, Power Train Coverage and Adjustment Coverage – is divided into three coverage periods. Each coverage period begins on the date of retail delivery to the first purchaser or the date the Kia vehicle is first placed into service. Any remaining portion of the warranty is fully transferable to subsequent owners.

## Warranty Coverage

### • Comprehensive Warranty Coverage

Except as limited or excluded under “Exceptions” and “What Is Not Covered”, all components of your new Kia Vehicle are covered for 60 months or 100,000 kilometres, whichever comes first.

It does not cover normal wear and tear, maintenance items, and tires.

### • Power Train Coverage

The following specified components are covered for 60 months or 100,000 kilometres, whichever comes first. It does not cover normal wear and tear, maintenance items, tires and those items and conditions excluded under “Exceptions” and “What is not Covered.”

- **Engine:** Cylinder block, cylinder head, all internal parts, timing gear, seals and gaskets, timing belt and cover, intake and exhaust manifolds, valve cover, flywheel, oil pan, oil pump, water pump.

- **4WD Transaxle:** Transmission case, transfer case, internal parts, seals and gaskets, drive shafts, universal joints.

- **Axles:** Axle shafts, C-V joints & boots, bearing supports and seals, hub and wheel bearings.

- **Transmission:** Transmission case, torque converter, internal parts, seals and gaskets.

- **Differentials:** Front and rear differential, cases, all internal parts, seals and gaskets.
- **Propeller Shaft:** Drive shafts, universal joints.

## Air Conditioner Warranty

- **Genuine Kia Air Conditioning**  
Air Conditioning installed by Kia, or an authorized Kia dealer, at any time during the term of the Comprehensive Warranty period will be covered, parts and labour, for the remaining balance of the Comprehensive Warranty period.
- **Air Conditioner Refrigerant Charge**  
Air Conditioning refrigerant charge is covered for the first 12 months, regardless of kilometres driven. Over the balance of the warranty period refrigerant charge is covered only when replenished as part of a warranty repair.

## The First Year

- **Adjustment Coverage**  
Service adjustments are covered for the first 12 months or 20,000 km, whichever comes first.

Service adjustments mean minor repairs, not usually associated with the replacement of parts.

- **Service Items**

Bulbs, Fuses, V-Belts, Brake Pads, Clutch Linings, Wiper Blades, will be covered, for defect but not for normal wear, for one year or 20,000 km. After this period all items listed are the owners responsibility.

- **Obtaining Warranty Coverage in the United States**

Warranty coverage on your Kia Vehicle is provided by Kia Canada through authorized Kia dealers. Should your Kia Vehicle require warranty service while you are temporarily visiting the United States, you may obtain service from an authorized Kia dealer in the United States. In order to ensure that you receive warranty service under this warranty, please be sure to have with you documentation confirming the original date of purchase of your vehicle, as well as a copy of this manual.

## Exceptions

The warranty coverage for the items specified below are as follows:

- **Battery**

The original equipment battery is fully covered for the first 12 months of the warranty period regardless of distance driven. After 12 months but within 24 months, 50% of the replacement battery's suggested retail price will be your responsibility. After 24 months but within 36 months, 75% of the replacement battery's suggested retail price will be your responsibility. Labour charges for the replacement of the original equipment battery during the warranty period are covered by Kia Canada.

- **Towing**

Towing services may be available to you under the "Kia Extra Care Emergency Roadside Assistance Program". For further information on this Program, see page 17 of this manual.

- **Paint Warranty**

Kia's Paint Warranty covers defects in material or workmanship, other than perforation, and cosmetic or minor imperfections for the first 12 months or 20,000 km, whichever occurs first.

## What Is 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, overloading, racing, etc. (Proper usage is described in your Owner's Manual).
- Accidents, fire, theft, riot, etc.
- Any alteration, modification, tampering, which is not approved by Kia.
- Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemical, tree sap, etc.), salt, road hazard, hail, windstorm, lightning, floods and other acts of God.
- Cosmetic damage or surface corrosion to high finish areas caused by stone chips, brake dust, or scratches in the paint.
- Repairs or replacements required due to the use of parts and/or accessories not approved by Kia.
- Repairs or replacements required to a Kia vehicle, which has been declared a total loss and/or has been sold for salvage purposes.

**Damage due to Lack of Maintenance**

- Lack of proper maintenance as described in your owner's manual.
- Improper maintenance or the use of any other than the specified fuel, oil or lubricants recommended in your Owner's Manual.

**Normal Deterioration**

- Normal wear and tear or deterioration such as discoloration, fading, deformation, etc.
- 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, lubrication and replenishment or replacement of oil, fluids, coolant, wiper blades, filters, brake and clutch linings, spark plugs, fuses, bulbs, v-belts, as a result of normal wear and tear.

- Maintenance services described as "Scheduled Maintenance Services", "Owner Maintenance Services" or "Appearance Care" in your Owner's Manual.

**Altered Odometer**

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the distance driven cannot be readily determined.

If the speedometer has been replaced, the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer.

**Tires**

- Tires are warranted by the applicable tire manufacturer. Refer to the tire manufacturer's warranty pamphlet provided with your Kia Vehicle.



## Production Changes

- Kia Canada reserves the right to make specification changes to any vehicle, at any time without incurring any obligation to make the same or similar changes to any other vehicles that may previously have been manufactured or sold.

## Your Responsibility

### Maintenance

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in your Owner's Manual.

All costs associated with maintenance service are the responsibility of the owner.

You should retain maintenance records since it may be necessary, in some instances, for you to show that the required maintenance has been performed.

The "Scheduled Maintenance Record" in this manual should be filled in when scheduled maintenance is performed. Keep all receipts and make them available in case questions arise about maintenance.

### To Obtain Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in Canada during normal business hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that you return to the dealership where you purchased your Kia Vehicle because of their continued personal interest in you. If you have any questions or need assistance regarding this warranty, refer to the contact information on page 28.

## Terms and Conditions

The warranties in this manual are applicable to Kia Vehicles registered and normally operated in Canada.

During the applicable warranty period, the remaining warranty coverage is transferable to subsequent owners.

Except as expressly provided in this manual, Kia Canada does not make any other promise of warranty or implied warranty in respect to your Kia vehicle. Unless prohibited by law, the duration of any warranty of merchantability or fitness for a particular purpose is limited to the duration of the applicable warranty set out in this manual.

### Limited Liability

Except as expressly provided for in this manual, the performance of required repairs or corrections as determined by Kia Canada in its absolute discretion is the sole and exclusive remedy available to you. Kia Canada shall not be liable for any indirect, special, reliance, consequential, economic or punitive losses or damages of any kind whatsoever including, but not limited to losses, costs or expenses which may arise as a result of loss of use of the Kia vehicle, car rental expenses, additional travel costs, loss of wages, loss of

profits or opportunities, loss of time and inconvenience.

Moreover, Kia Canada does not authorize any person, including any authorized Kia Dealer or any servant, agent or employee of an authorized dealer to change, extend or otherwise modify or amend the warranties granted to you as set out in this manual.

To the extent that applicable provincial legislation may prohibit or restrict limitations on the duration of an implied warranty or the exclusion of limitation of certain types of damages, certain limitations of exclusions set out in the warranties described in this manual may not apply to you.

## Anti-Perforation Limited Warranty

Subject to the terms and conditions set out below, Kia warrants that the body sheet metal panel of your new Kia Vehicle will be free from defects in material and/or workmanship which result in perforation (hole through the body panel) under normal use, operation and maintenance during the applicable warranty coverage period described below. Where required, Kia will repair or replace at no charge to you any body sheet metal panel perforated due to corrosion.

### 1. Warranty Period

The warranty coverage period begins on the date of retail delivery to the first purchaser or the date the Kia vehicle is first put into service, and continues for 60 months regardless of distance driven.

### 2. What is Not Covered

- Any perforation due to corrosion which is caused by, industrial fallout, accident, damage, abuse, unauthorized repairs or modifications, or the presence of damaging or corrosive substances in the Kia Vehicle.
- Any perforation due to corrosion caused by accident, collision damage or any failure to repair damage to the Kia Vehicle.

- Repair or replacement where the Kia vehicle has been declared a total loss and/or has been sold for salvage purposes.
- Any surface corrosion which does not result in perforation, such as that typically caused by, sand, salt, hail or stones.
- Any perforation due to corrosion by reason of any failure to maintain the Kia Vehicle in accordance with the preventive procedures specified in this manual and the Owner's Manual provided in your Kia Vehicle under "Exterior Care".
- 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 the exhaust system.
- Any perforation or corrosion caused by the use on the Kia Vehicle of any unauthorized parts, components, assemblies or systems, or the unauthorized installation of any parts or accessories (including genuine Kia parts and/or accessories).

### 3. Your Responsibilities

Inspect the body sheet metal panels of your Kia Vehicle frequently and if you detect any stone chips or scratches in the paint or protective coating, touch them up immediately.

In addition, under certain conditions, special care should be taken to protect your Kia Vehicle from corrosion.

- If you drive on salted roads, or if you drive near the ocean, flush the underbody as needed, at least once a month, with clean water.
- It is important to keep the drain holes in the lower edge 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, fertilizer, deicing salt, or other corrosive substances, be sure that such materials are well packaged and sealed.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

### 4. To Obtain Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in Canada during normal business hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that you return to the dealership where you purchased your Kia Vehicle because of their continued personal interest in you. If you have any questions or need assistance regarding this warranty, refer to the contact information Page 28.

### 5. Other Terms

The "Terms and Conditions" stated on page 8 of this manual also apply to this warranty.

## Emission Control Warranty

### Emission Warranty Definition

(a) “Owner” means the original and each subsequent owner of a Kia Vehicle.

(b) “Emission Warranty Parts” means the catalytic converter, thermal reactor, or other component installed on or in a Kia Vehicle by or at the direction of Kia Canada for the sole or primary purpose of reducing the Kia Vehicle’s emissions. A list of covered parts is set forth on page 13.

(c) “Scheduled Maintenance Instructions” means those maintenance and operation instructions, together with the time and/or kilometre interval at which such maintenance are to be performed, specified in the Owner’s Manual for the Kia Vehicle as being necessary to assure compliance of the Kia Vehicle with applicable emission standards during the term of the warranty, as specified by law.

### What Is Covered

Kia Canada Inc. warrants to the original 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 all applicable Government regulations and (2) be free from defects in materials and/or workmanship which would cause it to fail to conform with the applicable regulations within the applicable Emission Control Warranty Period.

KIA warrants that any authorized KIA Dealer will repair and/or replace, to KIA’s specifications at no charge, any of the emission components, as described on page 13, except those components requiring scheduled replacement (refer to the Maintenance section of your Owner’s Manual), which may be required to allow your vehicle to maintain conformity with the applicable federal emission standards, provided the vehicle is maintained and operated in accordance with the scheduled maintenance instructions described in the applicable Owner’s Manual.

## Warranty Period

- **Basic Emission Components**

KIA's Emission Control Warranty covers the basic emission components listed under "Warranty Parts List (Basic Emission Components)", for 60 months from the date of retail delivery to the original purchaser or the date the KIA Vehicle is first placed into service, or 100,000 kilometres, whichever occurs first.

- **Major Emission Components**

KIA's Emission Control Warranty covers the major emission components listed under "Warranty Parts List (Major Emission Components)", for 96 months from the date of retail delivery to the original purchaser or the date the KIA Vehicle is first placed into service, or 130,000 kilometres, whichever occurs first.

## Other Terms

The "Terms and Conditions" stated on page 8 of this manual also apply to this warranty.

## Warranty Parts List (Basic Emission Components)

### 60 Month/100,000 Kilometres

- Air Flow Sensor
- PCV Valve
- Thermostat
- Neutral Switch
- Inhibitor Switch
- Pressure Control Valve
- Fuel Filler Cap
- Air Conditioner Switch
- Clutch Switch
- Brake Switch
- Ignition Coil and Ignition Wires
- Knock Sensor
- Throttle Position Sensor
- Water Temperature Sensor
- Check Valve
- Electronic Emission Control Unit
- Intake Air Temperature Sensor
- Fuel Injector Assembly
- Fuel Pressure Regulator
- Throttle Body
- Linear Throttle Sensor
- Idle Speed Control Valve
- Canister
- Canister Close Valve
- Boost Sensor (Tank)
- Crank Angle Sensor
- Purge Control Valve
- Fuel Tank Pressure Sensor
- Oxygen Sensors
- Acceleration Sensor
- Canister Purge Solenoid
- Crank Angle Sensor
- Cut Valve

#### Miscellaneous Items Used in Above Systems

- Sensors, switches and valves
- Hoses, clamps, fittings, gaskets, sealing materials
- Tubing, brackets and belts

\* Spark plugs are warranted only when the nonconformity of the emission system is caused by their failure. Spark plugs must be replaced in accordance with the maintenance schedule outlined in the Owner's Manual provided with your vehicle.

## Warranty Parts List (Major Emission Components)

### 96 Month/130,000 Kilometres

- Catalyst
- Electronic Emission Control Unit
- On Board Emission Diagnostic Device
- Automatic Transmission Control Unit

## Replacement Parts and Accessories Limited Warranty

Subject to the following terms and conditions, Kia Canada warrants that genuine Kia replacement parts and Kia Accessories sold to you or installed on your new Kia Vehicle prior to retail delivery by an Authorized Kia Dealer will be free from defects in material and/or workmanship under normal use, operation and maintenance during the applicable warranty coverage period described below. Where required, Kia will repair or replace any such part or accessory in order to correct the problem. If the part or accessory was installed by an Authorized Kia Dealer, or Kia Canada, it will be repaired or replaced without charge for parts and labour to the owner.

If it was installed by anyone else, it will be repaired or replaced without charge for the part, but the labour charge will be your responsibility.

### 1. Warranty Period

- **Genuine Kia Replacement Parts**

Replacement parts installed by a Kia dealer during the term of the Comprehensive Warranty Period will be covered for the remaining balance of the Comprehensive Warranty

Period.

Any genuine replacement parts installed after the expiration of the Comprehensive Warranty Period will be covered for 12 months or 20,000 km, whichever occurs first, from the date of installation.

- **Battery**

A replacement battery is fully covered for the first 12 months from the date of installation regardless of distance driven. Thereafter, a prorated charge to the customer will be applied based on the number of months in service up to a maximum of 36 months.

- **Over The Counter**

Replacement Parts sold but not installed by an Authorized Kia Dealer are covered for 6 months from the date of purchase, regardless of distance driven, for the part only.



- **Genuine Kia Accessories**

Accessories installed prior to retail delivery by an Authorized Kia Dealer are covered for 36 months or 60,000 km, whichever ever occurs first, including parts and labour.

Accessories installed by an Authorized Kia Dealer at any time after retail delivery will be covered for 12 months regardless of kilometres driven, including parts and labour.

Genuine Kia Accessories sold but not installed by an Authorized Kia Dealer are covered for the first 6 months from the purchase date, for the part only.

#### DVD Entertainment Systems

- If installed on your vehicle prior to retail delivery, the DVD Entertainment System is covered for 12 months or 20,000 km, whichever ever occurs first.
- If installed at any time after retail delivery, the DVD Entertainment System is covered for 12 months or 20,000 km from the date of installation.

## 2. What is Not Covered

- Non Genuine replacement parts or accessories installed on a Kia Vehicle.
- Replacement parts or accessories installed on a Kia vehicle, which has been declared a total loss and/or has been sold for salvage purposes.
- Any replacement part or accessory where the owner is unable to provide proof of purchase or replacement date.
- Damage or corrosion due to improper use, abuse or alteration, physical damage, neglect, the performance of unauthorized repairs or adjustments, accident or collision damage.
- Damage or surface corrosion from environmental hazards such as acid rain, airborne fallout (chemicals, tree sap), stones, road hazards, hail windstorm, lightening, floods and other acts of God.
- Normal wear and tear or deterioration such as discoloration, fading, deformation, etc.

- Replacement Parts or accessories installed on a Kia Vehicle where the odometer has been altered, or on which the distance driven can not readily be determined.
- Replacement parts or accessories used in applications for which they are not intended to be so used.
- Replacement parts and accessories installed improperly by other than an Authorized Kia Dealer or Kia Canada.
- Non Genuine Kia replacement parts or accessories (including those which may have been sold or installed on a Kia Vehicle by an Authorized Kia Dealer).

### **3. To Obtain Warranty Service**

You must take your Kia Vehicle, along with proof of purchase, to an Authorized Kia Dealer in Canada during its normal service hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that you return to the dealership where you purchased your Kia Vehicle because of their continued personal interest in you.

If you have any questions or need assistance regarding this warranty, refer to the contact information on page 28.

### **4. Other Terms**

The “Terms and Conditions” stated on page 8 in the New Vehicle Limited Warranty also apply to this warranty.



## Kia Extra Care Roadside Assistance Program

### KIA EXTRA CARE ROADSIDE ASSISTANCE

As a valued KIA owner, you now have access to our motoring services. This section fully outlines your benefits and how to use them. Please read through it carefully.

#### Terms of Coverage

Term of coverage: 60 months or 100,000 km, whichever occurs first.

- Mechanical Breakdown Tow
- Emergency Battery Boost
- Winching/Extrication
- Tire Change
- Gas Delivery
- Lock Out Service
- Trip Interruption Services

Note: The program covers the vehicle registered, regardless of who is driving the vehicle.

### EMERGENCY ROAD SERVICE

Available 24 hours a day, 7 days a week from anywhere in Canada or continental United States by dialing:

**1-877-KIA-AUTO**

( 1-877-542-2886 )

### EMERGENCY ROAD SERVICE

As a member of the KIA EXTRA CARE ROADSIDE ASSISTANCE program, you don't have to worry about where you can obtain assistance when mishaps requiring an emergency boost or mechanical breakdown tow occur. Our Approved Roadside Service Facilities are there to provide you with prompt, efficient service and to help get you to your closest KIA Dealership. If there is no KIA Dealership within 100 kilometres, your vehicle will be towed to the closest approved repair facility. Road service coverage is available across Canada and continental United States.

If you decide not to use a KIA Approved Roadside Service, you may choose your own service provider and submit a claim for reimbursement for up to \$100 per service. KIA EXTRA CARE ROADSIDE ASSISTANCE does not pay for parts, labour, or repairs.

The KIA EXTRA CARE ROADSIDE ASSISTANCE program covers the service provider to travel up to 100 km. In rare cases where the service provider must travel more than 100 km, you may be asked to pay the difference.

**Emergency Boost**

If your KIA's battery is dead, a service provider will be dispatched to your location to boost your vehicle.

**Emergency Breakdown Towing**

KIA EXTRA CARE ROADSIDE ASSISTANCE will be there should your KIA experience a mechanical breakdown and not be able to proceed under its own power. You are covered should you need a towing service to move your KIA from the place of mechanical breakdown to the nearest KIA Dealership or approved repair facility within 100 km.

**Winching/Extrication**

If your KIA becomes stuck in a ditch, mud or snow, KIA EXTRA CARE ROADSIDE ASSISTANCE will dispatch an approved service facility to winch or extricate your vehicle, provided that it can proceed under its own power after the service has been performed. The vehicle must be accessible and located on, or adjacent to, a publicly maintained roadway.

If your vehicle is unable to proceed under its own power after extrication, you will be responsible for all costs in winching and towing your vehicle.

**Tire Change**

The service provider can provide air service or remove your flat tire and install your spare. The spare tire must be inflated and in sound working order. If you do not have an operable spare tire, your vehicle will be towed to the nearest KIA Dealership or approved repair facility.

**Gas Delivery**

The service provider will deliver up to 10 L of gas so that you can proceed to the nearest service station. The cost of the fuel is covered. In areas where the transportation of fuel is prohibited, your vehicle will be towed to the closest service station.

**Lockout Service**

If you have locked your keys in your vehicle, a service facility will be dispatched to attempt to gain entry to your vehicle. Please note that the member assumes responsibility for any damages to the vehicle as a result of the entry attempt. **Note: In order to obtain service, you must remain with your vehicle. The approved provider will not attempt to unlock an unattended vehicle.**

### **Trip Interruption Services (Away from Home)**

In the event of a mechanical breakdown, KIA EXTRA CARE ROADSIDE ASSISTANCE will reimburse you for the emergency expenses outlined below if:

1. The registered vehicle broke down more than 100 km from home; and
2. The vehicle was unable to proceed under its own power; and
3. The vehicle was towed from the site of the mechanical breakdown to the closest KIA Dealership or repair facility within 100 km of the location of the mechanical breakdown.

**Note: Accidents do not qualify for trip interruption. The total of combined benefits is up to \$100 per day to a maximum of \$300 Canadian per mechanical breakdown.**

### **Accommodation**

Reimbursement consideration will be made for hotel/motel accommodations as required in the vicinity of the mechanical breakdown while you and your passengers await repairs to make your vehicle roadworthy.

### **Meals**

Reimbursement consideration will be made for meals as required in the vicinity of the major mechanical breakdown while you and your passengers await repairs to your vehicle.

### **Transportation**

Should you wish to continue on to your destination or return home, KIA EXTRA CARE ROADSIDE ASSISTANCE will consider reimbursement for commercial transportation (taxi, bus, train or plane) to your original destination or your home. **Rental vehicles do not qualify as commercial transportation**

Note: Trip Interruption Services must be engaged by you within seventy-two (72) hours after the mechanical breakdown in order for you to be eligible for reimbursement for the above benefits. The cost of parts, mechanical repairs, and labour are not eligible for reimbursement.

### **How to Claim (Reimbursement Option)**

1. Contact KIA EXTRA CARE ROADSIDE ASSISTANCE within thirty (30) days of the date of receiving roadside assistance.
2. Please indicate the cause and location of the breakdown.

3. Enclose the original receipts from the expenses being claimed and/or a copy of the detailed KIA automobile repair shop or an approved repair shop invoice and towing receipt (if the vehicle was not towed by KIA Extra Care Roadside Assistance) indicating the amount of the applicable service. Send your reimbursement request to:

KIA EXTRA CARE ROADSIDE ASSISTANCE  
248 Pall Mall Street, P.O. Box 5845  
London, Ontario  
N6A 4T4

4. Upon receipt and confirmation of this information, KIA EXTRA CARE ROADSIDE ASSISTANCE will send you a reimbursement cheque in accordance with terms and conditions of the program.

#### **Membership Agreement and General Conditions**

KIA EXTRA CARE ROADSIDE ASSISTANCE agrees to provide services to the registered KIA vehicle specified by the Vehicle Identification Number and the benefits as listed in this section, subject to the terms and conditions as defined in this manual.

#### **General Conditions**

“Vehicle” definition - For the purpose of this manual, “Vehicle” shall mean a KIA motor vehicle registered for membership in the program.

All KIA vehicles must be plated and insured to qualify for coverage under this program. Coverage commences on the warranty start date as registered by your KIA dealer with KIA Canada Inc.

KIA EXTRA CARE ROADSIDE ASSISTANCE does not extend to vehicles for hire (taxis, courier vehicles etc...), vehicles that have dealer plates and vehicles not meant to be driven on public roads.

Only originals of receipts and/or charge card copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.

**Note: Any alterations on bills for service will render them invalid for claims reimbursement.**

**Benefits will not be provided:**

1. Where there is any indication at the time of the incident of your consumption of alcoholic beverages or narcotics, or where the driver is not in possession of a valid driver's license.
2. When a vehicle is not registered or not covered by Public Liability and Property Damage automobile insurance.
3. In the event that charges are attributed to an incident that occurred while you were committing, or attempting to commit a criminal offence.
4. When your claim arises out of an incident which occurs while your membership with KIA EXTRA CARE ROADSIDE ASSISTANCE is not in force or where you did not incur any expense.

**Summary**

It's important to us that you understand your coverage.

You should be aware your coverage does not apply to:

- Unplated / uninsured vehicles.
- Cost of parts, repairs, labour, storage or impound charges.
- Vehicles driven into an area not publicly maintained or inaccessible to the service vehicle (such as beaches, frozen lakes, recreational areas, construction sites, open fields, private roads). Cross country, logging, auto cross and any other form of off-road use is not covered.
- Towing from one repair facility to another.
- A second tow or repeat boosts for the same mechanical breakdown
- Service to any vehicle not covered by KIA EXTRA CARE ROADSIDE ASSISTANCE 's definition of "vehicle" as stated in the General Conditions in this section.
- Service to unattended vehicles.
- Shoveling or the removal of snow to free a vehicle.
- Repeated service calls for a vehicle, which in the opinion of KIA EXTRA CARE ROADSIDE ASSISTANCE requires maintenance or repairs.
- Costs which are covered under your regular vehicle insurance.
- Transporting you to your disabled vehicle or to your home after service has been rendered, except as otherwise specified.

KIA EXTRA CARE ROADSIDE ASSISTANCE reserves the right to decline any claim presented for payment later than thirty (30) days from the date service was performed or any claim not in conformity with the conditions of membership as stated in this section.

The services contracted for shall not cover or include emergency claims caused directly or indirectly, wholly or partly, by war, riot, floods, invasion, insurrection, civil commotion or while the vehicle is being used in military or police service.

KIA EXTRA CARE ROADSIDE ASSISTANCE is not a warranty but a service provided to you as part of the KIA commitment to minimize unforeseen vehicle operation inconvenience.

KIA EXTRA CARE ROADSIDE ASSISTANCE reserves the right to decline payment of services and/or terminate membership when, in KIA EXTRA CARE's opinion, there is deemed to be abuse or excessive use of KIA EXTRA CARE ROADSIDE ASSISTANCE's services.

#### **Change of Address**

If you change your address at anytime during your membership, notify KIA EXTRA CARE ROADSIDE ASSISTANCE immediately.

KIA EXTRA CARE ROADSIDE ASSISTANCE  
248 Pall Mall Street, P.O. Box 5845  
London, Ontario  
N6A 4T4

Please be sure to notify your KIA Dealership and /or KIA Auto Canada Inc. of any change in your address.



## Scheduled Maintenance Record

The service records on this and the following pages have been designed to include the signature of your Authorized 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 and/or workmanship.

### Scheduled Maintenance Intervals

For full description of your routine maintenance schedule, refer to your Owner's Manual.

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#### Pre-Deliver Inspection

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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#### Service #1

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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#### Service #2

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

**KIA**

Scheduled Maintenance Record

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**Service #3**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #4**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #5**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #6**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #7**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #8**

Kilometres: \_\_\_\_\_

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

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

Authorized \_\_\_\_\_

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

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

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**Service #9**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #10**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #11**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #12**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #13**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #14**

Kilometres: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized  
Signature: \_\_\_\_\_  
Dealership: \_\_\_\_\_

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**Service #15**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

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**Service #16**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

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**Service #17**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

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**Service #18**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

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**Service #19**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

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**Service #20**

Kilometres: \_\_\_\_\_

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

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

Authorized

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

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

## To Our Customer

From all of us at Kia Canada Inc. and Kia Motors Corporation, we would like to congratulate you on the purchase of a Kia vehicle. You are now the proud owner of a vehicle we take tremendous pride in manufacturing.

This section contains information about contacting Kia Canada's Customer Relationship Management Department and about how you can access the dispute resolution services provided by the Canadian Motor Vehicle Arbitration Program (CAMVAP). Please review the procedure on the next few pages.

These services are provided to help you resolve any concerns you might have with your vehicle or the dealership you are using. Feel free to contact us at any time.

The KIA logo is located at the top of a vertical grey bar on the right side of the page. It consists of the word "KIA" in a bold, sans-serif font, enclosed within a dark oval.

When You Need to Talk to Kia

## Kia Owner Satisfaction and Assistance

Both Kia Canada Inc. 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 maintenance requirements.

Normally, any questions or concerns with the sales transaction or the operation of your vehicle will be resolved by your dealership's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

### STEP ONE:

Discuss the situation with a member of dealership management. Normally, concerns can be resolved at that level. If the problem has already been reviewed with the Sales, Service, or Parts Manager, contact the **Owner of the dealership or the General Manager**.

### STEP TWO:

If it appears your concern cannot be resolved at the dealership without further help, contact Kia Customer Relations Centre using our toll free number:

**1-877-KIA-AUTO (1-877- 542-2886)**

For prompt assistance, please have the following information available to give the Customer Relations Representative:

- Your name, address, home and business telephone number.
- Vehicle Identification Number (This is available from the vehicle registration, or the plate above the top left of the instrument panel and visible through the windshield.)

- Dealership name and location.
- Your vehicle's delivery date and present odometer reading.
- Nature of concern.

Kia encourages customers to call our toll free number for assistance. However, if a customer wishes to write to Kia Canada, the letter should be addressed to **Kia Canada Customer Relations Department** with the above information at:

**5875 Chedworth Way  
Mississauga, Ontario L5R 3L9  
or  
consumer@kia.ca**

When contacting Kia Canada, please remember your concern will likely be resolved in the dealership, using the dealer's facilities, equipment and personnel. This is why we suggest you follow Step One first if you have a concern.

### **STEP THREE:**

Occasionally a concern cannot be resolved to your satisfaction. In the event that you believe Kia has been unable to satisfactorily address your concerns, you may be able to have your concerns resolved at no charge through the Canadian Motor Vehicle Arbitration Plan (CAMVAP), an alternative dispute resolution program designed specifically for automobile owners. You may contact CAMVAP at:

**1-800-207-0685 or [www.camvap.ca](http://www.camvap.ca)**

The purpose of CAMVAP is to assist in the resolution of disputes between vehicle manufacturers and customers. **Please note that in order to be eligible to have your complaint dealt with by CAMVAP it will be necessary for you to show that you have completed Steps one and two.**