

Warranty & Maintenance



Movement that inspires

5 YEARS 100,000 km



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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 will notice how satisfying it feels; a feeling you will appreciate for as long as you own your Kia Vehicle. You will also be pleased by how strongly we stand behind every Kia Vehicle.

The New Vehicle 60 Month/100,000 Kilometers Limited Warranty described in this manual is one of the finest available.

Together with your Owner's Manual, this manual details the Warranties and maintenance intervals we recommend you follow to maximize the performance of your Kia Vehicle.

In addition, your Authorized Kia Dealer will take care of your service needs using genuine Kia Parts.

They will do all they can to ensure that your Kia Vehicle continues to exceed all of your expectations.

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



Warranty Coverage at a Glance

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

	Months in Service	WARRANTY TERM (whichever comes first)										
		KILOMETERS IN SERVICE										
		10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	
Basic * Electric vehicle (EV) / Hybrid system (HEV/PHEV)	60	100,000										
Original Equipment Battery (12V) / MHEV Battery (48V)	12	Unlimited										
Anti-Perforation	60	100,000										
Paint	36	100,000										
Audio	36	100,000										
* Service Parts and Accessories	12	20,000										

NOTE: 1. Tires are warranted by the tire manufacturers.
 * Electric vehicle (EV) and Hybrid (HEV/PHEV) system is covered under Basic warranty condition. The detail information is written in the New vehicle limited warranty section on page 4.
 * Service Parts replaced under warranty repair is covered for the remainder of applicable Limited Warranty under which the Parts were replaced previously.

CAUTION

1. THE WARRANTY MAY NOT BE HONORED TO THE KIA VEHICLE WHICH IS NOT PURCHASED FROM THE AUTHORIZED KIA DEALER.
2. THE WARRANTY MAY NOT BE HONORED TO THE KIA VEHICLE FOR THE COMMERCIAL PURPOSE.
 THE KIA VEHICLE FOR THE COMMERCIAL PURPOSE MEANS THE VEHICLE WHICH IS OPERATED COMMERCIALY TO MAKE PROFITS LIKE A TAXI.



What is Covered

Kia warrants that your new Kia Vehicle is free from defects in material or workmanship, subject to the following terms and conditions. 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.

The Warranty Period

The New Vehicle Limited Warranty is divided into various periods. For the purpose of all warranties contained in this manual (other than warranties on Service Parts or Accessories installed after the Date of First Service), the warranty period begins on the Date of First Service. Any remaining portion of the warranty is fully transferable to subsequent owners.

Warranty Coverage

Basic Warranty Coverage

Except as limited or excluded below, all components of your new Kia vehicle including Electric vehicle (EV) or Hybrid system (HEV/PHEV) are covered for 60 months or 100,000 kilometers from the Date of First service, whichever comes first.

- **Electric vehicles (EV) system**

Electric Motor, *High voltage Battery, Electric Power Control Unit (EPCU), On board charger (OBC).

- **Hybrid system (HEV/PHEV)**

* High voltage Battery, Hybrid Power Control Unit, Traction Motor, On board charger (PHEV only).

* Capacity coverage of High voltage Battery pack is fully mentioned in category Exceptions in page 5.

Exceptions

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

- **Battery (12V) / MHEV Battery (48V)**

The original equipment and MHEV batteries are fully covered for the first 12 months from the Date of First Service regardless of Mileage.



- **Capacity coverage of the High Voltage Battery Pack for pure electric and Plug-in Hybrid vehicles (EV/PHEV)**

The high voltage (lithium-ion polymer) battery capacity warranty coverage period is 60 months or 100,000 Kilometers from the date of first service, whichever comes first, for capacity loss below 70% of the original high voltage battery capacity. This warranty covers repairs needed to return battery capacity to 70% of original high voltage battery capacity. If possible, the high voltage battery components will be repaired or replaced, and the original high voltage battery will be replaced with either a new or remanufactured high voltage battery.

Any repair or replacement made under this high voltage battery capacity coverage may not return your high voltage battery to an "as new" condition with the original 100% capacity. However, it will provide the vehicle with a high voltage battery capacity of at least 70% of the original battery capacity. This high voltage battery capacity coverage is subject to the exclusions listed under the section "What is not covered."

- **Capacity Coverage of the High Voltage Battery Pack for Hybrid (HEV) and Low Voltage Battery of MHEV (48V)**

Capacity deterioration coverage is based on onboard diagnostic system information (DTC-Diagnostic trouble code).

This HEV/MHEV battery capacity coverage is subject to the exclusions listed under the section "What is not covered".

- **Audio System**

The original equipment audio and its all related parts (including Video Systems) are covered for 36 months from the Date of First Service or 100,000 kilometers, whichever comes first.

- **Air conditioner-Refrigerant Charge**

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

- **Limited Liability**

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



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 such as collision, fire, theft, riot, etc.
- Alteration, modification, tampering, etc.
- Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap, etc.), salt, road hazards, hail, wind storm, lightening, floods and other acts of God.
- Cosmetic conditions or surface corrosion from stone chips or scratches in the paint.

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

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

Normal Deterioration

- Normal wear, 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 described as "Scheduled Maintenance Services" in this manual and "Maintenance" in the Owner's Manual such as: inspection, cleaning & polishing, minor adjustments, lubrication, oil/fluid changes, replacement of filters, anti-freeze coolant replenishment, wheel alignment and tire rotation unless such services are performed as part of a covered warrantable repair.
- In the event of that the replacement of maintenance items(##) described in the Owner's Manual is the result of a defect in material or workmanship, the warranty period is for the first 12 months from the Date of First Service or 20,000 kilometers, whichever occurs first.
(#-Spark plugs, belts, brake pads and linings, wiper blades, clutch linings and disc, lamp bulbs except HID bulbs or other consumable items)

Altered Mileage

- Any repair of a Kia Vehicle on which the odometer 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 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 Kia Vehicle, lodging & car rentals, travel costs, loss of pay and any other expenses or damages.

Tires

- Tires are warranted by the tire manufacturers. Refer to the tire warranty pamphlets provided with your Kia Vehicle.

Production Changes

- Kia and its Authorized Kia Dealers reserve the right to make changes in the 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

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 should follow the maintenance requirements described in your Owner's Manual for severe driving conditions.

Maintenance Records

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 Records" should be filled in when scheduled maintenance is performed. Keep all receipts and make them available in case questions arise about maintenance.

To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer 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 "Guidance for Customer".

Anti-Perforation Limited Warranty



Kia warrants that the body sheet metal panels of your new Kia Vehicle are free from defects in materials or workmanship which result in perforation (hole through the body panel) due to corrosion, subject to the following terms and conditions. An Authorized Kia Dealer will either repair or replace any body sheet metal panel perforated due to corrosion resulting from defects in material or workmanship under normal use without charge to you.

Warranty Period

The warranty period is for the first 60 months from the Date of First Service or 100,000 kilometers, whichever comes first. During the warranty period, this warranty is transferable to subsequent owners.

What is Not Covered

- Any perforation due to corrosion which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or damaging or corrosive cargo in the Kia Vehicle.

- Any perforation due to corrosion which does not result from a defect in materials or workmanship, but from failure to maintain the Kia Vehicle in accordance with the procedures specified on pages 10. "Your Responsibilities" of this manual and the Owner's Manual provided with your Kia Vehicle.
- 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.
- Any perforation due to defects or failure resulting from the use of new parts not sold or approved by Kia, or used parts, or the resultant damage to associated systems.
- Any perforation due to corrosion caused by misuse, abuse or improper maintenance specified on page 19. "Anti-Perforation Inspection Records".
- Any corrosion of the Kia Vehicle does not result in perforation.



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, and at least once a month, with clean 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.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

To Get Warranty Service

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

If you have any questions or need assistance regarding this warranty, refer to the "Guidance for Customer".

Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of original 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.

Service Parts and Accessories Limited Warranty



**Service Parts and Accessories
Limited Warranty**

Kia warrants that Parts are free from defects in materials or workmanship, subject to the following terms and conditions.

This warranty covers the Parts replaced or sold by an Authorized Kia Dealer.

An Authorized Kia Dealer will either repair or replace any Parts to correct any problem covered by this warranty. If the Parts were installed by an Authorized Kia Dealer, it will be repaired or replaced without charge for the 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

- Parts

The Parts installed by an Authorized Kia Dealer under warranty are covered for the remainder of time/mileage of applicable Limited Warranty under which the Parts were replaced previously.

The Parts sold and installed by an Authorized Kia Dealer after the warranty period are covered for 12 months or 20,000 kilometers whichever comes first, from the date of installation for the Parts and labor.

The Parts sold but not installed by an Authorized Kia Dealer are covered for 12 months or 20,000 kilometers whichever comes first from purchase date, for the Parts only, but labor charges will be the customer's responsibility.



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, mad hazard, hail, wind storm, lightning, floods and other acts of God.
- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- The Parts installed on a Kia Vehicle in which the odometer has been altered, or on which the actual mileage cannot be readily determined.
- The Parts used in applications for which they are not designed.
- The Parts installed improperly by other than an Authorized Kia Dealer or Kia.
- Any Parts without proof of purchase or replacement date.
- The Parts which an Authorized Kia Dealer may not 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 during its normal service hours.

Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of the 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 repair.

Scheduled Maintenance Records



The service records on this and the following pages have been designed to include the signature of your Authorized Kia Dealer or a 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 in material or workmanship.

Please refer to your Owner's Manual to get details about Scheduled Maintenance Intervals.

Service #1

Mileage : _____
Repair Order Number : _____
Date : _____
Name of Authorized Kia Dealer
or Repair Establishment : _____
Stamp of Authorized Kia Dealer
or Repair Establishment : _____

Service #2

Mileage : _____
Repair Order Number : _____
Date : _____
Name of Authorized Kia Dealer
or Repair Establishment : _____
Stamp of Authorized Kia Dealer
or Repair Establishment : _____



Anti-Perforation Inspection Records

The Anti-Perforation Inspection records on this page has been designed to include the signature of your Kia dealer representative or a repair establishment representative. This signed form is evidence of completion of Anti-Perforation inspection 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.

Anti-Perforation Inspection Intervals

To obtain the benefit of the Kia Anti-Perforation Limited warranty, this inspection must be completed by Authorized Kia Dealers or a repair establishment, and this inspection has to be made at regular intervals specified in Owner's manual after the Date of First Service.

1st Anti-Perforation Inspection

Mileage : _____
Repair Order Number : _____
Date : _____
Name of Authorized Kia Dealer
or Repair Establishment : _____
Stamp of Authorized Kia Dealer
or Repair Establishment : _____

2nd Anti-Perforation Inspection

Mileage : _____
Repair Order Number : _____
Date : _____
Name of Authorized Kia Dealer
or Repair Establishment : _____
Stamp of Authorized Kia Dealer
or Repair Establishment : _____

Warranty application

This warranty is applicable to the Kia Vehicles purchased from the Authorized Kia Dealer and registered and normally operated in your country. During the Warranty period, this Warranty is transferable to subsequent owners. Mail the "Change of address or owner notification" to your Authorized Kia Dealer.

Change of address

In case of a change in your address or if you purchased your vehicle used, please complete "Change of address or owner notification" and return to your Authorized Kia Dealer.

Production changes

Kia reserve the right to make changes in Kia Vehicle 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.

When you need to talk to Kia

Your satisfaction is our goal. We are here to serve you. All Authorized Kia Dealers have the knowledge and tools to keep your Kia Vehicle in top condition.

If you have any questions or recommendations for improvement regarding the service of your Kia Vehicle or servicing by Authorized Kia Dealer personnel, we recommend that you take the following step.

STEP 1: Contact the Authorized Kia Dealer

Discuss the matter with an Authorized Kia Dealer.

This is the quickest and best way to address the issue. If your concern has not been resolved by the Service or Parts Manager, then please contact the General Manager or the Owner of the dealership.

STEP 2: Contact the Authorized Kia Distributor

If your Authorized Kia Dealer is unable to provide a solution, contact the Authorized Kia Distributor on the inside front cover of this manual.

STEP 3 : Call the Kia Head Office, Overseas Quality Call Center

If for any reason you feel the need for further assistance after contacting your distributor management, call Kia Corp., Seoul, Korea.

TEL : 82-2-3464-4200

FAX : 82-2-3464-5968

In order to serve you efficiently and effectively, please help us by providing the following informations;