



# Warranty & Maintenance



Movement that inspires

**5 YEARS 160,000 Km**

## Important

Please keep this manual with your KIA Vehicle. This manual should be presented to an Authorized 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 Corporation, 12 Heollung-ro (231, Yangjae-dong), Seocho-gu, Seoul, 06797, KOREA.

**"Mobis"** means Hyundai Mobis, 203, Teheran-ro, Gangnam-gu, Seoul, 06141, KOREA, which is an designated spare parts or accessories repair.

**"KIA Vehicle"** means a new motor vehicle of KIA brand which is warrantable under the terms and conditions of this manual.

**"Authorized KIA Dealer"** means a person or an entity authorized by KIA to sell or service the KIA vehicle or perform repairs under the warranty in this manual.

**"Parts"** means the spare parts that are provided by Authorized KIA Dealer for the replacement of the spare parts of the KIA Vehicle.

**"Date of Purchase"** means the first date KIA Vehicle is delivered to the first retail customer, leased, or placed into service as company vehicle (e.g., as a demonstrator, rental or fleet vehicle), whichever is earliest.

**"Kia Genuine Accessories"** means the accessories that are provided by Authorized Kia Dealer.

Owner's Name

Address

KIA Model

Vehicle Identification Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date of Purchase

Dealer's Name

Sales Consultant's Name

Dealer's Address/ Telephone Number

Distributor's Name/ Telephone Number

## Speedometer Replacement Record

The speedometer in this vehicle was replaced on \_\_\_\_\_  
with \_\_\_\_\_ kilometers. (date)

Dealer's Name

Dealer's Signature

To determine the true vehicle mileage, the mileage noted here should be added to the current mileage shown in 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 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 Months/ 160,000 Kilometers for Private Use, 36 Months/ 100,000 Kilometers for vehicles used for Public Conveyance and 36 Months/ 110,000 Kilometers for K2500, Limited Warranty described in this manual is one of the finest available.

Together with your Owner's Manual, this booklet 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 ensure that your KIA Vehicle continues to exceed all 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 book for detailed information regarding each of these warranties.

	WARRANTY TERM (whichever comes first)	
	Months in Service	KILOMETERS IN SERVICE
Basic (Private Use)	60	160,000
Basic (Public Conveyance)	36	100,000
Original Equipment Battery	12	Unlimited
Anti-Perforation/Paint	60	150,000
Audio	36	100,000
Service Parts and Accessories	24	50,000

**NOTE:**

- Locally supplied battery will be warranted by the battery manufacturers. Tires are warranted by tire manufacturers.
- 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 **shall be subjected to evaluation prior to approval of the Warranty Terms for Kia vehicles used as Public Conveyance.** The KIA vehicle for the Public Conveyance means the vehicle is operated commercially to make profits like a taxi, shuttle, transport network vehicle service (TNVS), etc.



# Warranty Coverage at a Glance (K2500)

This overview chart illustrates warranty coverage and term by months and kilometers. 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	KILOMETERS IN SERVICE
Basic (K2500, Cab and Chassis)	36	110,000
Basic (K2500, Rear OE Body)	24	50,000
Basic (Public Conveyance)	36	100,000
Original Equipment Battery	12	Unlimited
Anti-Perforation/ Paint	24	50,000
Service Parts and Accessories	12	20,000

## NOTE:

- Locally supplied battery will be warranted by the battery manufacturers. Tires are warranted by tire manufacturers.
- Locally fitted air-conditioning system will be warranted by local manufacturers.
- Locally fitted Rear Special Body will be warranted by the local manufacturer.
- 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 **shall be subjected to evaluation prior to approval of the Warranty Terms for Kia vehicles used as Public Conveyance.** The KIA vehicle for the Public Conveyance means the vehicle is operated commercially to make profits like a taxi, shuttle, transport network vehicle service (TNVS), etc.

# 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 Genuine KIA parts, to correct any repair concern 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 Purchase), the warranty period begins on the Date of Purchase. 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 are covered for 60 months or 160,000 kilometers for Private Use, 36 months or 100,000 kilometers for vehicles used for public conveyance and 36 months or 110,000 kilometers for K2500 from the Date of Purchase, whichever comes first.

### Exceptions

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

- **Battery (12V)**

The original equipment battery is fully covered for the first twelve (12) months from the Date of Purchase regardless of mileage.

- **Audio System**

The original equipment audio and its all related parts (including Video Systems) are covered for 36 months from the Date of Purchase or 60,000 kilometers, whichever comes first.

- **Air conditioner- Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 12 months from the Date of Purchase 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 does not include any expense for or related to transportation, communication, fuel or payment for loss of use of the KIA Vehicle during warranty repairs section "what is not covered".



# What is not covered

## New Vehicle Limited Warranty

### 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, bird droppings, etc.), salt, road hazards, hail, wind storm, lightning, floods and other acts of God.
- Cosmetic conditions or surface corrosion/oxidation from stone chips or scratches in the paint.
- Damage from natural hazards such as animal/insect bites, scratches and infestation.

### Damage due to Lack of Maintenance or the Use of wrong fuel, oil, lubricants or non-Genuine KIA Parts.

- 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.
- Use of Non-Genuine KIA Parts.

### 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.



# What is not covered



## Normal Maintenance

- Normal maintenance services such as: cleaning and 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.
- Normal maintenance items are warranted in normal service, only when the replacement is the result of a defect in material or workmanship, the warranty period for 3 months from the Date of Purchase or 5,000 kilometers, whichever comes first such as:
  - Drive belts (except engine timing belt)
  - Brake pads and linings
  - Filters
  - Wiper Blades
  - Bulbs (except instrument illumination bulb)
  - High Tension Cord
  - Front and Rear Suspension Parts
  - Bearings
  - Bushings

Note: Above mentioned items that will be found defective shall still be subjected for evaluation.

- Normal deterioration or wear of any part, such as spark plugs, worn brake pads/ linings, worn clutch lining (related components), filters, worn wiper blades, bulbs and fuses, other wear and consumable items.
- Maintenance services described as “scheduled maintenance services”, “owner maintenance services”, are in your Owner’s Manual.



## What is not covered

### 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 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, communication, fuel, 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 rights 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

## Maintenance

You are responsible for properly operating your KIA vehicle using the owner's manual and maintaining your KIA vehicle in accordance with the instructions described in your warranty and maintenance booklet.

## Improper Maintenance

Improper maintenance includes but is not limited to the inspections and/ or repair by an unauthorized service or repair center or use of non-genuine KIA replacement parts.

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

## What is Not Covered

The following conditions will render the warranty void:

1. Failure to have prescribed preventive maintenance service of your vehicle for every 10,000 kilometers interval or 6 months whichever comes first (for diesel and gasoline).
2. In case of engine performance problems, failure to have your vehicle serviced or repaired by an Authorized KIA Dealer.

## To Get Warranty Service

You must take your KIA vehicle, along with this warranty and maintenance booklet, 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 for them to continue the established relationship. If you have questions or need assistance regarding this warranty, refer to "Guidance for Customer".

### NOTICE TO OWNER

*In the event that the repairs to be made shall exceed a maximum cumulative period of forty five (45) days due to unavailability of parts or difficulty of the repairs/ service to be performed, the owner shall be notified in writing of such delay.*



# 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 or 150,000 kilometers for Private Use, 36 months or 100,000 kilometers for Public Conveyance and 24 months or 50,000 kilometers for K2500 whichever comes first, from the Date of Purchase. 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 page 9, "Your Responsibilities" of this manual and the Owner's Manual provided with your KIA Vehicle.
- Any perforation due to corrosion of a part of 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.
- 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, such as that typically caused by sand, salt, hail or stones.



## 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 warranty and maintenance booklet 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 it does not include any expense for or related to transportation, communication, fuel or payment for loss of use of the KIA Vehicle during warranty repairs.



## 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.

The Kia Genuine Parts and Kia Genuine Accessories purchased at and installed by an Authorized KIA Dealer are covered for 24 months or 50,000 kilometers and 12 months or 20,000 kilometers for K2500 whichever comes first, from the date of the installation of parts.

This warranty covers the Parts replaced by an Authorized KIA Dealer, including labor charges related to the part(s).

An Authorized KIA Dealer will either repair or replace Parts to correct any problem covered by this warranty after conducting an evaluation of the cause of the failure or defect.

Parts purchased from an authorized KIA dealer but installed by an unauthorized KIA dealer shall not be covered by warranty.

### 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.



## 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 hazard, hail, wind storm, lightning, floods and other acts of God.
- Damage from natural hazards such as animal/insect bites, scratches and infestation.
- 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.
- Parts used in applications for which they are not designated.
- Parts installed by an unauthorized dealer.
- Any Parts without proof of purchase or replacement date.
- Non-genuine Kia Parts or accessories installed on your KIA vehicle.

## To Get Warranty Service

You must take your KIA vehicle, along with this warranty and maintenance booklet 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 defective KIA Parts/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, communication, fuel and etc. 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 name and signature of your authorized KIA dealer 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 qualified under the warranty if resulting to lack of maintenance rather than from defective material or workmanship.

**Maintenance under \*Severe Driving Condition is applied for this region. Please refer to your owner's manual to get details about Scheduled Maintenance Intervals.**

### Pre-Delivery Inspection

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_  
\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

*(to be filled-up by the Authorized Selling Dealer)*

\* whichever comes first

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### Service #1 (10,000 Kms. or 6 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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### Service #2 (20,000 Kms. or 12 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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### Service #3 (30,000 Kms. or 18 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

*(please write in block letters and affix signatures)*





**Service #4** (40,000 Kms. or 24 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

**Service #5** (50,000 Kms. or 30 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

**Service #6** (60,000 Kms. or 36 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

**Service #7** (70,000 Kms. or 42 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

**Service #8** (80,000 Kms. or 48 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

**Service #9** (90,000 Kms. or 54 months) \*

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

\* whichever comes first

(please write in block letters and affix signatures)



# Scheduled Maintenance Records

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**Service #10 (100,000 Kms. or 60 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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**Service #11 (110,000 Kms. or 66 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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**Service #12 (120,000 Kms. or 72 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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**Service #13 (130,000 Kms. or 78 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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**Service #14 (140,000 Kms. or 84 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

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**Service #15 (150,000 Kms. or 90 months) \***

Mileage: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_  
Date: \_\_\_\_\_  
Authorized Signature over printed name: \_\_\_\_\_

\_\_\_\_\_  
KIA Dealer: \_\_\_\_\_

\* whichever comes first

*(please write in block letters and affix signatures)*

# Severe Driving Conditions List



A: Repeatedly driving short distance of less than 8 km in normal temperature.

B: Extensive engine idling or low speed driving for long distances.

C: Driving on rough, dusty, muddy, unpaved and graveled roads.

D: Driving in heavily polluted areas or other corrosive air/rain or in very hot weather.

E: Driving in heavy dust condition.

F: Driving in heavy traffic area.

G: Driving on steep uphill, steep downhill or sharp mountain roads repeatedly.

H: Towing a trailer or using a camper on roof rack.

I: Driving for patrol car, taxi, TNVS, other commercial use.

J: Frequently driving in stop-and-go conditions.



### Anti-Perforation Inspection Records

The corrosion inspection on this page has been designed to include the name and signature of your authorized KIA dealer representative. This signed form is evidence of completion of corrosion 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 KIA vehicles. Claims made during the warranty term will not qualify under the warranty if resulting to 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, and this inspection has to be made every year after the date of purchase of the KIA vehicle.

**1st Anti-Perforation Inspection**  
 Mileage: \_\_\_\_\_  
 Repair Order Number: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Authorized Signature from Servicing Dealer: \_\_\_\_\_  
 KIA Dealer: \_\_\_\_\_

**2nd Anti-Perforation Inspection**  
 Mileage: \_\_\_\_\_  
 Repair Order Number: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Authorized Signature from Servicing Dealer: \_\_\_\_\_  
 KIA Dealer: \_\_\_\_\_

**3rd Anti-Perforation Inspection**  
 Mileage: \_\_\_\_\_  
 Repair Order Number: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Authorized Signature from Servicing Dealer: \_\_\_\_\_  
 KIA Dealer: \_\_\_\_\_

**4th Anti-Perforation Inspection**  
 Mileage: \_\_\_\_\_  
 Repair Order Number: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Authorized Signature from Servicing Dealer: \_\_\_\_\_  
 KIA Dealer: \_\_\_\_\_

**5th Anti-Perforation Inspection**  
 Mileage: \_\_\_\_\_  
 Repair Order Number: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Authorized Signature from Servicing Dealer: \_\_\_\_\_  
 KIA Dealer: \_\_\_\_\_

*(please write in block letters and affix signatures)*



## Warranty application

This warranty is applicable to KIA vehicle sold, registered and normally operated in the Philippines. During the warranty period, this warranty is transferrable to subsequent owner. Mail the “Change of Address or Owner Notification” to your KIA dealer.

## Change of address

In case of a change in your address or if you are a pre-owned owner, please complete the “Change of Address or Owner Notification” and return to your KIA dealer.

## Production changes

KIA reserves the rights 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.

## 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 question or recommendations for improvement regarding the service of your KIA vehicle or servicing by KIA dealer personnel, we recommend that you take the following steps:

### 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 and parts manager, then please contact the General Manager or the owner of the dealership.

### STEP 2:

#### Contact the Authorized KIA Distributor National Service Dept. Kia Philippines

If for any reason you feel the need of further assistance after contacting your dealer management, you may send a registered mail to KIA Philippines or contact us through our website:

Add: 938 28<sup>th</sup> Street, cor. 9<sup>th</sup> Ave., City Center,  
Bonifacio Global City, Fort Bonifacio  
Taguig 1634, Philippines

Customer Center:

[www.kia.com/ph/util/customer-center/contact-us.html](http://www.kia.com/ph/util/customer-center/contact-us.html)

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

- 1) Your Name, Address, Contact Number and Email Address
- 2) Year Model of KIA vehicle
- 3) Vehicle Identification Number (17 digits noted on your registration or title, or located on the upper driver’s side corner of the dashboard).
- 4) Purchase date and current mileage.
- 5) Your dealer’s name and location.
- 6) Your question (s)



By following these procedures, we can respond to you as quickly and efficiently as possible.

### **To get Warranty service**

You must take your KIA vehicle, along with this warranty and maintenance booklet, to an Authorized KIA Dealer in your country 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 established relationship.

### **Notice by Owner- Defects in Vehicle**

The owner should be responsible for notifying the Authorized KIA Dealer in writing, through registered mail or personal service, of any and all conditions that substantially impair the use or safety of the new motor vehicle which prevents it from conforming to the manufacturer's or the distributor's express warranty.

But excluding conditions resulting from accidents, abuse, neglect, or unauthorized modification, alterations of the new motor vehicle; or defects in the steering or braking system which creates greater possibility of causing injury or death to the passenger of a new motor vehicle or to any third party. This notice should be given within twelve (12) months form date of purchase of the new motor vehicle or twenty thousand (20,000) km., whichever comes first.

### **Notice by Owner- Vehicle Repairs**

The owner shall be responsible for notifying in writing by registered mail or personal service the Authorized KIA Dealer of the failure to rectify or repair any and all conditions that substantially impair the use, or safety of a new motor vehicle which prevents it from conforming to the manufacturer's or the distributor's express warranty.

### **Notice Requirement**

Failure on the part of the owner to properly notify the Authorized KIA Dealer of any complaints regarding the need for repair or service is deemed to be an acknowledgement by the owner that his/ her vehicle is in good working condition.

# Notes





# Registration Card

COPY 1

- 5 Years or 160,000 km. WECF (for Private Use)
- 3 Years or 100,000 km. WECF (for Public conveyance)
- 3 Years or 110,000 km. WECF (for K2500)

COUNTRY: \_\_\_\_\_

DATE: \_\_\_\_\_

DEALER'S NAME: \_\_\_\_\_

**This is to acknowledge that I have received KIA's Warranty and Owner's responsibilities, and that my selling dealer has explained to me the following:**

1. Terms and conditions of warranty
2. Importance of required scheduled maintenance service.
3. I have visually inspected the vehicle as it was delivered to me, and it appears to be in satisfactory condition.
4. I have read, understood and accepted the DATA PRIVACY CONSENT CLAUSE (Page 33).

DELIVERY DATE:(MM-DD-YYYY) _____		MODEL _____																					
NAME: _____		VEHICLE IDENTIFICATION NUMBER:																					
_____		<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																					
ADDRESS: _____		ENGINE	CONDUCTION																				
_____		NUMBER: _____	STICKER #: _____																				
_____		PHONE #: _____	MOBILE #: _____																				

PLEASE PRINT:

\_\_\_\_\_  
Owner's Name and Signature

\_\_\_\_\_  
Dealer Representative's Name and Signature

\_\_\_\_\_  
Distributor's Signature

For Owner





# Registration Card

COPY 2

5 Years or 160,000 km. WECF (for Private Use)  
3 Years or 100,000 km. WECF (for Public conveyance)  
3 Years or 110,000 km. WECF (for K2500)

COUNTRY: \_\_\_\_\_

DATE: \_\_\_\_\_

DEALER'S NAME: \_\_\_\_\_

**This is to acknowledge that I have received KIA's Warranty and Owner's responsibilities, and that my selling dealer has explained to me the following:**

1. Terms and conditions of warranty
2. Importance of required scheduled maintenance service.
3. I have visually inspected the vehicle as it was delivered to me, and it appears to be in satisfactory condition.
4. I have read, understood and accepted the DATA PRIVACY CONSENT CLAUSE (Page 33).

DELIVERY DATE:(MM-DD-YYYY) _____		MODEL _____	
NAME: _____		VEHICLE IDENTIFICATION NUMBER:	
_____		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
		ENGINE	CONDUCTION
ADDRESS: _____		NUMBER: _____	STICKER #: _____
_____		PHONE #: _____	MOBILE #: _____

PLEASE PRINT:

\_\_\_\_\_  
Owner's Name and Signature

\_\_\_\_\_  
Dealer Representative's Name and Signature

\_\_\_\_\_  
Distributor's Signature

For Dealer



# Registration Card

COPY 3

- 5 Years or 160,000 km. WECF (for Private Use)
- 3 Years or 100,000 km. WECF (for Public conveyance)
- 3 Years or 110,000 km. WECF (for K2500)

COUNTRY: \_\_\_\_\_

DATE: \_\_\_\_\_

DEALER'S NAME: \_\_\_\_\_

**This is to acknowledge that I have received KIA's Warranty and Owner's responsibilities, and that my selling dealer has explained to me the following:**

1. Terms and conditions of warranty
2. Importance of required scheduled maintenance service.
3. I have visually inspected the vehicle as it was delivered to me, and it appears to be in satisfactory condition.
4. I have read, understood and accepted the DATA PRIVACY CONSENT CLAUSE (Page 33).

DELIVERY DATE:(MM-DD-YYYY) _____		MODEL _____																					
NAME: _____		VEHICLE IDENTIFICATION NUMBER:																					
_____		<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> </tr> </table>																					
ADDRESS: _____		ENGINE	CONDUCTION																				
NUMBER: _____		STICKER #: _____																					
PHONE #: _____		MOBILE #: _____																					

PLEASE PRINT:

\_\_\_\_\_  
Owner's Name and Signature

\_\_\_\_\_  
Dealer Representative's Name and Signature

\_\_\_\_\_  
Distributor's Signature

For Distributor



# Change of Address or Owner Notification

COPY 1

We hereby advise of the transfer of warranty from the original owner or owner's change of address below.

Dealer's Name and Signature: \_\_\_\_\_

Model \_\_\_\_\_ VIN

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Original Date of Delivery \_\_\_\_\_ Date of Transfer \_\_\_\_\_ Mileage \_\_\_\_\_

## FROM ORIGINAL OWNER/ADDRESS

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT # : \_\_\_\_\_

## TO NEW OWNER/ADDRESS

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT # : \_\_\_\_\_

New Owner's Signature: \_\_\_\_\_

For Owner



# Change of Address or Owner Notification

COPY 2

We hereby advise of the transfer of warranty from the original owner or owner's change of address below.

Dealer's Name and Signature: \_\_\_\_\_

Model \_\_\_\_\_ VIN

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Original Date of Delivery \_\_\_\_\_ Date of Transfer \_\_\_\_\_ Mileage \_\_\_\_\_

### FROM ORIGINAL OWNER/ADDRESS

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CONTACT # : \_\_\_\_\_

### TO NEW OWNER/ADDRESS

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CONTACT # : \_\_\_\_\_

New Owner's Signature: \_\_\_\_\_

For Dealer



## BASIC WARRANTY COVERAGE FOR THE NEW KIA VEHICLE

KIA warrants that it will repair or replace free of charge any KIA-supplied parts (excluding tires, batteries, radios and air-con which are warranted separately by their respective manufacturers) that is found to be defective in material or workmanship under normal use within a period of 60 months or 160,000 kilometers for private use, 36 months or 100,000 kilometers for public conveyance and 36 months or 110,000 kilometers for K2500 whichever comes first from the date of purchase, except those items listed under "What is Not Covered", provided that the manufacturer's recommended and required preventive maintenance services and repairs are strictly followed.

KIA Philippines, distributor and manufacturer of KIA vehicle in the Philippines reserves the sole right to the final decision in all warranty matters.



# Kia Preventive Maintenance Service

## Gasoline Engine

### Preventive Maintenance

(every 10,000 kilometers or 6 months whichever comes first)

MINOR SERVICE (10,000; 20,000; 30,000; 50,000; 60,000; 70,000)	MAJOR SERVICE (40,000; 80,000; 120,000)
<p><b>Check-up</b> Replace Engine oil Replace Oil filter Replace Air cleaner element Replace Air conditioner air filter Replace spark plug (every 50,000 Km) Perform Tire Rotation Perform Wheel Alignment (If necessary) Lubricate All locks and hinges Lubricate Weather strips Inspect Air Conditioning System (Clean if necessary) Inspect All electrical systems Inspect Anti-perforation inspection (Inspect every year) Inspect Automatic transmission fluid ( if equipped ) Inspect Battery condition Inspect Brake and clutch fluid Inspect Brake pedal, pads, shoes, lines, hoses &amp; connections Inspect &amp; Clean Brake System Inspect Chassis/body nuts and bolts Inspect Clutch pedal ( if equipped ) Inspect Cooling system (including coolant level) Inspect Disc brakes Inspect Drive belts Inspect Driveshaft dust boots Inspect Drum brakes (if equipped) Inspect Exhaust system heat shield Inspect Front driveshaft Inspect Front suspension ball joints Inspect Fuel lines and hoses Inspect Idle speed Inspect Inlet and exhaust manifold nuts Inspect Manual transmission fluid ( If equipped) Inspect Parking brake Inspect Power steering system Inspect Steering operation and linkage Inspect Throttle body operation Inspect Tire (pressure and tread wear) Inspect Wheel bearing Lubricate Window glass-run (Silicone Spray) Check for TSB &amp; LSB (Use KDS)</p>	<p><b>Check-up</b> Replace Engine oil Replace Oil filter Replace Air cleaner element Replace Air conditioner air filter Replace Automatic transmission fluid ( if equipped ) Replace Brake and Clutch fluid Replace Coolant Replace Fuel filter Replace Manual transmission fluid( if equipped) Perform Tire Rotation Perform Wheel Alignment (If necessary) Lubricate All locks and hinges Lubricate Weather strips Inspect Air Conditioning System (Clean if necessary) Inspect All electrical systems Inspect Anti-perforation inspection (Inspect every year) Inspect Battery condition Inspect Brake pedal, pads, shoes, lines, hoses &amp; connections Inspect &amp; Clean Brake System Inspect Chassis/body nuts and bolts Inspect Clutch pedal ( if equipped ) Inspect Cooling system (including coolant level) Inspect Disc brakes Inspect Drive belts Inspect Driveshaft dust boots Inspect Drum brakes (if equipped) Inspect Exhaust system heat shield Inspect Front driveshaft Inspect Front suspension ball joints Inspect Fuel lines and hoses Inspect Idle speed Inspect Inlet and exhaust manifold nuts Inspect Parking brake Inspect Power steering system Inspect Steering operation and linkage Inspect Throttle body operation Inspect Tire (pressure and tread wear) Inspect Wheel bearing Lubricate Window glass-run (Silicone Spray) Check for TSB &amp; LSB (Use KDS)</p>



# Kia Preventive Maintenance Service

## Diesel Engine

### Preventive Maintenance

(every 10,000 kilometers or 6 months whichever comes first)

MINOR SERVICE (10,000; 20,000; 30,000; 50,000; 60,000; 70,000)	MAJOR SERVICE (40,000; 80,000; 120,000)
<p><b>Check-up</b>            Replace Engine oil            Replace Oil filter            Replace Air conditioner air filter            Replace Air cleaner element            Replace Fuel filter            Replace Differential fluid ( if equipped )            Perform Tire Rotation            Perform Wheel Alignment (if necessary)            Lubricate All locks and hinges            Lubricate Weather strips            Inspect Air Conditioning System (Clean if necessary)            Inspect All electrical systems            Inspect Anti-perforation inspection (Inspect every year)            Inspect Automatic transmission fluid ( if equipped )            Inspect Battery condition            Inspect Brake and clutch fluid            Inspect Brake pads, shoes, pedal, lines, hoses &amp; connections            Inspect &amp; Clean Brake System            Inspect Chassis/body nuts and bolts            Inspect Clutch pedal ( If equipped )            Inspect Cooling system (including coolant level)            Inspect Disc brakes            Inspect Drive belts            Inspect Driveshaft dust boots            Inspect Drum brakes (if equipped)            Inspect Exhaust system heat shield            Inspect Front driveshaft            Inspect Front suspension ball joints            Inspect Fuel lines and hoses            Inspect Idle speed            Inspect Inlet and exhaust manifold nuts            Inspect Manual transmission fluid ( if equipped )            Inspect Parking brake            Inspect Propeller shaft (if equipped)            Inspect Power steering system            Inspect Steering operation and linkage            Inspect Throttle body operation            Inspect Tire (pressure and tread wear)            Inspect Wheel bearing            Lubricate Window glass-run (Silicone Spray)            Check for TSB &amp; LSB (Use KDS)</p>	<p><b>Check-up</b>            Check-up            Replace Engine oil            Replace Oil filter            Replace Air cleaner element            Replace Air conditioner air filter            Replace Automatic transmission fluid ( if equipped)            Replace Brake and Clutch fluid            Replace Coolant            Replace Fuel filter            Replace Transfer case and differential fluid ( if equipped )            Replace Manual transmission fluid( if equipped)            Replace power steering fluid ( if equipped )            Lubricate All locks and hinges            Lubricate Weather strips            Inspect Air Conditioning System (Clean if necessary)            Inspect All electrical systems            Inspect Anti-perforation inspection (Inspect every year)            Inspect Battery condition            Inspect Brake pedal, lines, hoses &amp; connections            Inspect &amp; Clean Brake System            Inspect Chassis/body nuts and bolts            Inspect Clutch pedal ( If equipped )            Inspect Cooling system (including coolant level)            Inspect Disc brakes            Inspect Drive belts            Inspect Driveshaft dust boots            Inspect Drum brakes (if equipped)            Inspect Exhaust system heat shield            Inspect Front driveshaft            Inspect Front suspension ball joints            Inspect Fuel lines and hoses            Inspect Idle speed            Inspect Inlet and exhaust manifold nuts            Inspect Parking brake            Inspect Propeller shaft (if equipped)            Inspect Power steering system            Inspect Steering operation and linkage            Inspect Throttle body operation            Inspect Tire (pressure and tread wear)            Inspect Wheel bearing            Lubricate Window glass-run (Silicone Spray)            Check for TSB &amp; LSB (Use KDS)</p> <p>Perform Tire Rotation            Perform Wheel Alignment (If necessary)</p>



## DATA PRIVACY CONSENT CLAUSE

By signing on the registration card (page 22) of this warranty booklet and checking some or all of the boxes below, I hereby give full consent to KP Motors Corporation (the "Company"), its authorized representatives, dealers, and agents to collect, record, organize, store, update or otherwise process the personal information that I have disclosed to the Company (Name, Address, Phone Number, VIN, Vehicle Model), pursuant to the provisions of the Data Privacy Act of 2012 (Republic Act No. 10173) and its implementing rules and regulations, for the following purposes:

- Quality Assurance, including callouts for products and service satisfaction queries;
- Warranty, including notices for recall and service campaigns for KIA products;
- Research and Customer Surveys, including updating of records, invitations to participation in focus group discussion, satisfaction indexing and the like;
- Marketing including promotional offers for service, parts and new vehicle introductions.
- I also give my consent to the Company to share my personal information with its affiliates for customer surveys and marketing purposes.

The consent and authorization will remain valid throughout the existence of my account(s) unless withdrawn by me in writing.



Service

COVERAGE

- Vehicle Assistance
- Personal Assistance
- INFO 24/7 Service

STEP 1

CALL HOTLINE

**(02) 8459-4795**

STEP 2

When we call, kindly provide the following information  
(Sa aming pag tawag, ibigay ang mga sumusunod na impormasyon)

VIN/Chassis #:

Plate # / CS #:

**KIA ROADSIDE ASSISTANCE**

## Vehicle / Roadside Assistance

Towing of covered vehicle (Php 4,000.00 for the first 50 kms.)  
Removal and Recovery of Vehicle using Crane (Php 10,000.00)

### MINOR ONSITE REPAIR\*

Delivery of Fuel (fuel cost by customer)  
Battery Boosting  
Change of Flat Tire with Spare Tire  
Car Lockout Service / Delivery of Spare Key  
Key Protection Cover  
Mis-Fueling Cover

\*Covers 3 events per year for breakdown while no limit if towing is due to accident

### Personal Assistance

(Php 4,000.00) –Hotel accommodation or  
(Php 2,000.00) –Travelling expenses of the client due to the immobilization of the covered vehicle  
Relay of Urgent Messages  
Accident Coordination  
Dispatch of Ambulance Assistance  
Arrangement for Hospital Admission  
(Php 2,000.00) –Transport of Mortal Remains

### Others / Info 24 Service

Program Benefit and Dealer Details  
Emergency Contact Numbers (Police, Fire, Ambulance)  
Weather Information  
Directory Assistance  
Referral to the Nearest Accredited Service Center  
Utilization Requirement Inquiry

### DATA PRIVACY NOTICE

By signing this form, you acknowledge and agree that your use of Kia Philippines' websites/ mobile applications, services or products constitutes your acceptance of our Data Privacy Policy and the Terms of Use. For more information about our Privacy Policy, visit [www.kia.com.ph/privacy-policy](http://www.kia.com.ph/privacy-policy).

### KIA PHILIPPINES MOTORS CORP (KPMC)

938 28<sup>th</sup> Street, City Center, Bonifacio Global City, Taguig 1634, Philippines

### SERVICE PROCEDURE

1. Client calls 24/7 KIA WoW hotline to request service (towing, ROS, etc.)
2. Service Officer (CSO) gets the necessary information such as:
  - Caller's name and Contact Number
  - Vehicle Data (Plate Number/Conduction Sticker No., Make/Model)
  - Place of Breakdown or Accident
  - Cause of Breakdown or Accident
3. CSO verifies given data.
  - If client information is enrolled in the program, CSO shall proceed with the service, subject to program Terms & Conditions.
  - If client information is not listed in the program, CSO shall arrange the service and actual cost shall be for the account of the client subject to verification and enrollment in the program. Once verified to have coverage, reimbursement shall apply (reimbursement T&C applies).
  - If client information is not listed in the program, but is covered with Terms & Conditions, CSO shall verify it to Distributor (KPMC)
4. CSO shall then dispatch available SERVICE PROVIDER nearest to the place of breakdown or accident and CAPABLE of doing the service.
5. SERVICE PROVIDER dispatches the tow truck and informs the CSO on driver's name, tow truck plate number and estimated time of arrival (ETA) onsite.
6. CSO shall relay the same to the client onsite.
7. If the Service Provider cannot locate the vehicle, the tow truck driver shall immediately call the ALARM CENTER and inform the CSO which will then call the client and makes a conference call with the SERVICE PROVIDER so that the client may give additional instructions in locating the vehicle.
8. Upon arrival onsite, the SERVICE PROVIDER shall prepare a checklist for the vehicle's proper endorsement.
9. Client shall sign the checklist as an acknowledgement on the vehicle condition and endorsement.
10. Upon arrival at the nearest dealership, the SERVICE PROVIDER shall endorse to the dealer the same checklist signed by the client as acknowledgement in acceptance of the vehicle.
11. SERVICE PROVIDER or dispatcher will call the ALARM CENTER to inform that the service is done.
12. After a few days, a CSO will call the client for Quality Control Survey and check on the service provided.

### REIMBURSEMENTS

ALL REIMBURSEMENT CLAIM SHOULD HAVE PRIOR APPROVAL FROM THE 24/7 HOTLINE AND MUST BE REPORTED WITHIN 24 HOURS FROM THE TIME OF INCIDENT. NON-COMPLIANCE MAY RESULT TO DENIAL OF CLAIM.

1. Contact 24/7 Kia WoW hotline to report the incident within 24 hours from the time of vehicle breakdown or accident.
2. CSO shall prepare a file and sends CLAIM FORM by email to the client.
3. Once the Claim Form is accomplished, client sends it to their dealership or IBERO Asistencia office together with the following required documents:
  - Original Official Receipt of Payment Made
  - Copy of Driver's License
  - Copy of Police Report (if due to accident)
  - Authorization Letter (if claimant other than registered owner)
  - Copy of Valid ID of vehicle registered owner
4. Once IBERO Asistencia CLAIMS DEPARTMENT receives all required documents, reimbursement shall be processed accordingly.
5. After 15 days, claims department shall contact the client informing on the approved claim and cheque availability.
6. Once the cheque payment is received by client, the latter shall sign on the quit claim form and return by email to IBERO Asistencia. Non-compliance may result on suspension of succeeding claims.

### IBERO ASISTENCIA

4TH Floor, ACE Building, 101-103 Rada corner Dela Rosa Streets, Legaspi Village, Makati City 1200 Philippines

