



Special Note Concerning Customer Reimbursement for Prior Subframe Repairs:

Kia Canada Inc. will reimburse prior and current Kia vehicle owners for prior repairs that would have been covered under this recall, but which have already been paid for by the owner. A blank Claim Form, attached to this Technical Service Bulletin, which will be made available to Kia vehicle owners. Owners can also download Claim forms through www.kia.ca/page/owners. If an owner is unable to access this site, they can contact Kia Canada Inc. at 1 877 542 2886.

In order to claim reimbursement for prior repairs, the Kia vehicle owner must submit to the Customer Experience Department a completed Claim Form, invoice for the repairs, and documentation demonstrating proof of ownership or lease of the vehicle at the time of the repair.

If the claim is approved, Kia Canada will send the cheque to the owner for the payment.



**KIA CANADA INC.
SPECIAL CUSTOMER REIMBURSEMENT PROGRAM
RECALL RC073 –MAGENTIS SUBFRAME CORROSION RECALL
RULES**

1. If you are the current or prior owner of a vehicle to which this recall applies, and you have previously paid for repairs or replacement of the subframe assembly for this vehicle due to corrosion of the subframe assembly (referred to as "Repairs"), you may be entitled to claim reimbursement for the cost of those Repairs.
2. You are only entitled to reimbursement if the Repairs took place between June 15, 2005 and September 14, 2009, and you provide satisfactory evidence that you paid for Repairs to a vehicle covered by the recall.
3. To submit a claim for reimbursement ("Claim"), you must complete and sign a Claim Form ("the Form") and mail it to Kia Canada Inc. along with your receipt or invoice for the Repairs, and proof of ownership at the time of repair.
4. Your claim for reimbursement must include the invoice for the Repairs. You must ensure the following:
 - (a) the invoice must provide sufficient detail to confirm that the charges are for Repairs to the vehicle subframe assembly;
 - (b) if the invoice includes parts for the replacement of the subframe, the invoice must specify the cost of those parts;
 - (c) if the invoice is from a non-Kia service centre, the name, address and telephone number of the service centre must be present on the invoice;
 - (d) the invoice must be identified as being paid in full or you must submit a cancelled cheque or a credit card receipt.; and
 - (e) the invoice must clearly identify the vehicle by its Vehicle Identification number and/or year and model.
5. Your claim for reimbursement must also include the registration certificate for the vehicle (if owned), or a copy of the vehicle's lease agreement (if leased). If you no longer possess the registration certificate or the lease agreement, you must attach certified documentation from the applicable provincial or territorial registrar of motor vehicles that confirms that you owned or leased the vehicle on the date of the Repairs.
6. Once you have completed and signed the Form, attached the invoice and proof that you owned or leased the vehicle as of the date of repair, you must submit it to the Kia by mail within 90 days of receipt of the recall letter, any requests received after the 90 period will not be considered for reimbursement.



7. Upon receiving your Claim, Kia Canada Inc. ("Kia") will review the Claim and supporting documents in order to assess the validity of the claim. Kia reserves the right to exercise reasonable discretion with respect to whether it is satisfied that the Claim and supporting materials provide sufficient evidence that Repairs were completed during the relevant time period, and were paid for by the owner. Kia also reserves the right to independently investigate Claims and inspect the vehicle, in order to determine whether there is sufficient evidence to satisfy Kia that the Claim qualifies for reimbursement.

8. If your request for reimbursement is approved, Kia will mail you a cheque for the amount of your Claim that was approved.

9. If your request for reimbursement is denied, Kia will mail a Notice of Denial to you that will set out the reasons for the denial.

10. You agree that, if your request for reimbursement is approved, in consideration of being paid the reimbursement for Repairs by Kia, you release and forever discharge Kia Canada Inc. and Kia Motor Company, their dealers, affiliates and their respective officers, directors and employees, from any and all claims, demands, rights, liabilities and causes of action of any kind whatsoever, at law or in equity, and without limiting the generality of the foregoing, including those arising from or in any way related to the repairs or replacement of the subframe assembly for this vehicle, including all claims for general, economic and consequential damages.



KIA CANADA INC

SPECIAL CUSTOMER REIMBURSEMENT PROGRAM

RECALL RC073 – MAGENTIS SUBFRAME CORROSION RECALL

CLAIM FORM

You may be eligible to make a claim if you owned or leased:

Certain 2001 through 2004 Magentis vehicles, manufactured from Job#1 to November 19, 2003, that were either registered, or originally sold, in Ontario, Quebec, New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland, and you have previously paid for repairs or replacement of the subframe assembly for this vehicle due to corrosion of the subframe assembly between June 15, 2005 and September 14, 2009.

PLEASE PROVIDE THE FOLLOWING INFORMATION (Please Print Legibly)

Full Name of Claimant: _____

Address: _____

Email: _____

Vehicle Model & Model Year: _____

Vehicle Identification Number (VIN): _____

Province of Vehicle Registration: _____

Name of Repair Facility Where Repairs Were Conducted: _____

Date of Repairs: _____

Amount Claimed for Reimbursement (inclusive of all taxes): _____



You must also provide proof of ownership or leasing of the vehicle at the time of repair in the form of a copy of: (a) the registration certificate for the vehicle, if you owned the vehicle, or (b) a copy of the lease agreement for the vehicle, if you leased the vehicle, or (c) if you no longer possess the registration certificate or the lease agreement, certified documentation from your provincial or territorial registrar of motor vehicles that confirms that you owned or leased the vehicle as of the date of the invoice for the repair or replacement of the subframe assembly. If (a) or (b) applies to you, please only submit a photocopy of the registration certificate or lease agreement. DO NOT submit original documents. If (c) applies to you, you must submit original, certified documentation from the provincial or territorial registrar of motor vehicles.

I HEREBY DECLARE:

1. I am/was the owner or lessee of the vehicle identified above.
2. I understand that, if my request for reimbursement (or subsequent appeal) is approved, in consideration of being paid the reimbursement. I release and forever discharge Kia Canada ("Kia Canada Inc.") and Kia Motor Company, their dealers, affiliates and respective officers, directors and employees, from any and all claims, demands, rights, liabilities and causes of action of any kind whatsoever, at law or in equity, and without limiting the generality of the foregoing, including those arising from or in any way related to the repairs or replacement of the subframe assembly for this vehicle, including all claims for general, economic and consequential damages.
3. No other person has submitted a Claim Form seeking reimbursement for the repairs or replacement of the subframe assembly for my vehicle.
4. The information provided in this Claim Form is true and correct to the best of my knowledge and belief.
5. I hereby authorize Kia Canada to search public records, entirely at Kia Canada's expense, for the purpose of determining if I owned or leased the vehicle identified above as of the date of the repair or replacement of the subframe assembly. I also agree to sign a further authorization to search public records if (a) Kia Canada requests me to sign such an authorization and (b) the authorization I have given in the preceding sentence does not enable Kia Canada to make an adequate search of public records.

Date _____
Signature _____

To make your claim, submit this signed, completed Claim Form, together with your proof of vehicle ownership or lease, and the invoice for the repair or replacement of the subframe assembly, to:

Kia Canada Inc.
Attention: Customer Experience Department
180 Foster Crescent
Mississauga, ON
L5R 4J5

A copy of the Rules is available at www.kia.ca/page/owners