

**WARRANTY AND  
C O N S U M E R  
I N F O R M A T I O N  
M A N U A L**

**2020 – 2021**



# Important

Please keep this manual with your Kia Vehicle. This manual should be presented to a Kia Dealer if warranty service is needed. This manual should remain with your Kia Vehicle so if you sell it, the subsequent owner will have access to this information.

## Definitions

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

**"Kia Canada"** means Kia Canada Inc., 180 Foster Crescent, Mississauga, Ontario, L5R 4J5, the distributor of Kia Vehicles in Canada.

**"Kia Vehicle"** means a Kia vehicle distributed by Kia Canada Inc.

**"Authorized Kia Dealer"** means a business operating in Canada, authorized by Kia Canada Inc. to service Kia Vehicles or to perform repairs under the warranties stated in this manual.

**"Kia Accessories"** means a genuine Kia Accessory or Kia optional equipment approved and supplied by Kia Canada Inc.

Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Prov \_\_\_\_\_

Postal Code \_\_\_\_\_

Salesperson's Name \_\_\_\_\_

Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Prov \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Dealer Code \_\_\_\_\_

In Service Date \_\_\_\_\_

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Vehicle Identification Number \_\_\_\_\_

## Speedometer Replacement

The speedometer in this vehicle was replaced on \_\_\_\_\_ date

with \_\_\_\_\_ kilometres \_\_\_\_\_

Dealer Name \_\_\_\_\_

Dealer Signature \_\_\_\_\_

In the event of speedometer failure, please consult your dealer for proper replacement and re-set of Odometer reading retained up to the time when a fault has been recorded.



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## Warranty Coverage at a Glance

Warranty Coverage (whichever comes first)									
Months		12	24	36	48	60	72	84	96
Comprehensive	60 Months / 100,000 km								
Power Train	60 Months / 100,000 km								
The First Year Adjustments	12 Months / 20,000 km								
Battery (Pro-Rata)	36 Month Prorated								
Paint Defect	36 Months / 60,000 km								
Anti-Perforation	60 Months Unlimited km								
Emissions System (Major)	96 Months / 130,000 km								
Audio / DVD Systems (If Installed prior to retail delivery)	36 Months / 60,000 km								
Audio/ DVD Systems (If Installed after the retail delivery)	12 Months / 20,000 km								
Genuine Accessories (If Installed prior to retail delivery)	36 Months / 60,000 km								
Genuine Accessories (If Installed after the retail delivery)	12 Months / 20,000 km								
Hybrid System	96 Months / 150,000 km								
Electric Vehicle (EV) System	96 Months / 150,000 km								

# Hybrid (HEV/PHEV) System Warranty



## Hybrid (HEV/PHEV) System Warranty

### Warranty Period

Kia Canada Inc's Hybrid System Warranty covers the described components up to a total of 96 months from the warranty registration date, or 150,000 km, whichever occurs first.

### What is Covered

The following original components found to be defective in material and/or workmanship under normal use and maintenance.

### Hybrid System (as listed)

- Hybrid Battery Pack Assembly
- Hybrid Starter Generator (HSG)
- Hybrid Power Control Unit
- Automatic Transmission including Traction Motor
- On Board Charger (PHEV only)

### Capacity coverage of the High Voltage Battery pack for Hybrid/Plug-in Hybrid (HEV/PHEV)

Capacity deterioration coverage is based on onboard diagnostic system information (DTC-Diagnostic trouble code). This HEV/PHEV battery capacity coverage is subject to the exclusions listed under the section "What is not covered".



## EV System Warranty

### Warranty Period

Kia Canada Inc. EV System Warranty covers the described components up to a total of 96 months from the warranty registration date, or 150,000 km, whichever occurs first.

### What is Covered

The following original EV system components which are found to be defective in material and/or workmanship under normal use and maintenance will be covered during the “Warranty Period” described above.

### EV System

Motor

Inverter unit

VCM

Reduction gear

DC/DC converter

Onboard charger

Onboard charger connector

Trickle charge cable

In Cable Control Box

High Voltage Battery

### High Voltage Battery Capacity Coverage

The Lithium-Ion Polymer Battery (“EV Battery”) Capacity warranty coverage period is 8 years or 150,000 kilometres from the Date of First Service, whichever comes first, for capacity loss below 65% of the original battery capacity. This warranty covers repairs needed to return battery capacity to 65% of original battery capacity. If possible, the EV battery components will be repaired or replaced, and the original EV Battery will be returned to the vehicle. If necessary, the EV Battery will be replaced with either a new or remanufactured Lithium-Ion Polymer Battery. Any repair or replacement made under this Lithium-Ion Polymer Battery Capacity Coverage may not return your Lithium-Ion Battery to an “as new” condition with the original 100% battery capacity. However, it will provide the vehicle with an EV Battery capacity of at least 65% of the original battery capacity.

# 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 of 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, tires and those items and conditions excluded under "Exceptions" and "What is not Covered."

- **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, timing belt and cover, Continuous Variable Valve Timing (CVVT) Unit, seals and gaskets and cover, intake and exhaust manifolds, valve cover, flywheel, oil pan, oil pump, water pump.



New Vehicle Limited Warranty



- **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 a 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 or 12 months regardless of kilometres driven, whichever is greater.
- **Genuine Kia Air Conditioning**  
Air Conditioning installed at Factory will be covered, parts and labour, during 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**

Adjustments are covered for the first 12 months or 20,000 km, whichever comes first. This means minor adjustments, not usually associated with the replacement of parts, such as wheel balance and alignment, freeplay or tension adjustments of cables, belts, levers and pedals, engine adjustments (idle speed etc.) body parts and fittings.

- **Service Items**

Bulb, fuses, belts, brake pads and shoes, filters, clutch linings, and wiper blades will be covered for defect in material and workmanship, but not for normal wear, for one year or 20,000 kms whichever comes first. Brake rotors/discs will be covered for defects in material and workmanship but not for normal wear for 3 years/60,000 kms which ever comes first. Spark plugs are covered by warranty only if electrical continuity fails and causes emission test failures. Regular spark plugs are covered





24 months/48,000 kms., platinum and iridium spark plugs are covered for 3 years/60,000 kms. Alloy, mags and chrome plated wheels and hand tools are covered for defects in material and workmanship but not for normal wear for 3 years/60,000 kms. After these periods, all items listed are considered normal maintenance and will be solely the owner's responsibility.

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

Warranty coverage on your Kia Vehicle is provided by Kia Canada Inc 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. Because Canadian warranty coverage may differ from the warranty offered in the United States, 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, to indicate warranty coverage to the U.S. Dealer.

## Exceptions

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

- **Battery (Pro-Rata)**

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 entire 36 months warranty period are covered by Kia Canada.

A discharged battery caused by a component, lights, etc. left unattended are not considered to be defective.

- **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 20 of this manual.



- **Paint Warranty**

Kia's Paint Warranty covers defects in material or workmanship, for the first 36 months or 60,000 km, whichever occurs first. Cosmetic and minor imperfections i.e. over spray, tape marks, low gloss, orange peel, thin paint, color mismatch, polishing mark, dust/dirt in the paint are covered for 12 months/20,000 kms.

## **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 vehicle usage is described in your Owner's Manual).
- Accidents, fire, theft, riot, etc.
- Any alteration, modification, tampering to any part that may affect operational systems.
- Damage to any component and parts or surface corrosion from the environment such as acid rain, airborne fallout (chemical, tree sap, etc.), stone chips, 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, customer applied chemicals i.e. abrasive waxes, polishes or sealants or scratches in the paint or other damage that is not considered a defect in material or workmanship.
- Mags or alloy wheels damage caused by stone chips, salt erosion, brake dust, scratches, accidents or damaged caused by mounting/dismounting of the tires.
- Window glass that is broken, chipped, scratched or damage from outside influence is not considered a defect in material or workmanship.
- 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.
- Costs associated with exploratory or investigative diagnostic process is not covered by warranty until recommended repair is determined to be warranty eligible.



## Damage due to Lack of Maintenance

- Lack of required 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 pads, shoes rotors/discs, timing belts, clutch linings, spark plugs, fuses, bulbs, 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.

## Extra Expenses and Damages

- Incidental costs or consequential damages such as loss of vehicle use, inconvenience, expenses for gasoline, telephone, lodging, economic loss or other incidental, special, consequential or exemplary damages or damage to personal and other properties are not covered by this warranty.

## Altered Odometer

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the distance driven cannot be accurately 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 an obligation to make the same or similar changes to other vehicle

## **Your Responsibility**

### **Maintenance**

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

All costs associated with maintenance services 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.

## **To Obtain Warranty Service**

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in Canada during its normal operating 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, please refer to the contact information on page 26.

For customers who live in remote areas who intend to obtain warranty service, please consult with your selling Kia Dealer for Warranty service guidelines.

## Terms and Conditions

The warranties in this manual apply only to Kia vehicles manufactured to Canadian specifications which are distributed by KCI through its authorized dealer body, and 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 as 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 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 exclusion set out in the warranties described in this manual may not apply to you.



## New Vehicle Limited Warranty



## Anti-Perforation Limited Warranty

Subject to the terms and conditions set out below, Kia warrants that the body sheet metal panel of your Kia Vehicle will be free from defects in material and/or workmanship which result in perforation (hole through the body panel from inside to out) 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 from inside to out.

### 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 placed into service, and continues for 60 months regardless of distance driven.

### 2. What is Not Covered (Anti Perforation)

- 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 related to the use of any unauthorized parts, components, assemblies or systems, or the unauthorized installation of any parts or accessories (including genuine Kia parts and/or accessories).
- Costs associated with exploratory or investigative diagnostic process is not covered by warranty until recommended repairs is determined to be warranty eligible.
- If you drive on salted roads, or if you drive near the ocean, flush the under body 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, de-icing 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.

### 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. Please report to an authorized Kia Dealer of suspected defective panels without delay as normal deterioration due to use and/or exposure is not covered by this warranty. In addition, under certain conditions, special care should be taken to protect your Kia Vehicle from corrosion as follows:



## **4. To Obtain Warranty Service**

You must take your Kia Vehicle, along with this manual, 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 starting on Page 26.

For customers who live in remote areas who intend to obtain warranty service, please consult with your selling Kia Dealer for Warranty service guidelines.

## **5. Other Terms**

The “Terms and Conditions” stated on page 11 of this manual also apply to the Anti-Perforation Warranty.



# Major Emission Control Warranty

## Major Emission Components

- ECM/PCM
- Data Link Connector
- Catalytic Converter

### KCI warrants that each new vehicle:

1. Was designed, built and equipped to conform at the time of sale to applicable federal emission regulations;
2. Is free from defects in material and workmanship at the time of sale which would cause the vehicle to fail to conform with such regulations within the emission control warranty period.

KCI warrants that any authorized KIA dealer will repair and/or replace, to KCI's specifications at no charge, any of the major emissions components or parts thereof, listed in this chapter, provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the owner's manual in your vehicle.

The emission control warranty covers the major emission components listed in this chapter unless otherwise specified, for 96 months or 130,000 km, whichever comes first, from the warranty start date.



## Major Emission Control Warranty



## 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 a non-authorized party, it will be repaired or replaced without charge for the part only, but the labour charge will be your responsibility.

### 1. Warranty Period

#### Genuine Kia Replacement Parts

- Replacement parts installed by an authorized Kia dealer during the term of the Comprehensive Warranty Period, will be covered for the remaining balance of that applicable new vehicle Warranty Period.

Any genuine replacement part installed by an authorized Kia Dealer after the expiration of an applicable Warranty Period will be covered, parts and labour, for 12 months or 20,000 km, whichever occurs first, from the date of installation.

#### Kia Genuine Replacement Battery

If installed by an authorized Kia dealership, the replacement battery is fully covered for the greater of:

- The remainder of the 36-month battery coverage from the date of sale of the vehicle,  
OR
- 24 months from the date of installation of the Kia Genuine Replacement battery.

A discharged battery caused by a component, lights, etc. left unattended are not considered to be defective.

- **Over the Counter**

Replacement parts sold by 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 or agent are covered for 36 months or 60,000 km, whichever occurs first, including parts and labour.

Accessories installed by an Authorized Kia Dealer at any time after retail delivery will be covered for 12 or 20,000 km whichever occurs first, 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.

### **Audio System/DVD System**

- If a genuine Kia Audio System or DVD System is installed on your vehicle prior to retail delivery, the Audio or DVD System is covered for 36 months or 60,000 km, whichever occurs first.

- If a genuine Kia Audio System or DVD System is installed at any time after retail delivery, the Audio System is covered for 12 months or 20,000 km from the date of installation for all defective related repairs.

## **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, lightning, floods and other acts of God.



## Replacement Parts and Accessories Limited Warranty

- 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 cannot be accurately determined.
- Replacement parts or accessories used in applications for which they are not intended to be 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).
- Non Genuine Kia replacement parts or accessories causing any vehicle damage that occurs during the installation, as a result of installation.

### 3. To Obtain Warranty Service

You must take your Kia Vehicle, along with proof of genuine part or accessory purchase, to an Authorized Kia Dealer in Canada during its normal hours of operation. 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 starting on page 26.

For customers who live in remote areas who intend to obtain warranty service elsewhere, please consult with your selling Kia Dealer for Warranty service guidelines.

### 4. Other Terms

The “Terms and Conditions” stated on page 11 in the New Vehicle Limited Warranty also apply to this warranty.

# Scheduled Maintenance Record

All service records should be kept by the current owner as proof of maintenance of their KIA vehicle. Those signed forms are evidence of completion of maintenance services and should be kept in the glovebox compartment.

An acceptable maintenance record should include the following items:

- Name and address of both customer and repairer;
- Make, model, vin and licence number of vehicle;
- Repair date, odometer at date of repair/service;
- Repair/service description
- Itemized list of parts installed and condition  
(New, used, rebuilt)
- Parts and labour price
- Warranty terms of that repair/service

In addition to this, all records described above should be given to any subsequent owner of this 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 a full description of your routine maintenance schedule, refer to your Owner's Manual.





## Kia Extra Care Roadside Assistance Program

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.

### Term of coverage

5 year/unlimited mileage – Roadside Assistance covers you in case of mechanical breakdown anywhere in North America.

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

Note: This 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:

**1-866-444-5421**

### 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 the 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 incident. KIA EXTRA CARE ROADSIDE ASSISTANCE does not pay for related 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 discharged, 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.

### **Accident Towing**

Should you be involved in a traffic accident and your KIA is disabled, KIA EXTRA CARE ROADSIDE ASSISTANCE will arrange to tow your vehicle from the scene of the accident 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 provider 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 (or repair your tire utilizing the Tire Mobility Kit, if applicable). The spare tire must be inflated and in sound working order. If you do not have an operable spare or your tire cannot be repaired, your vehicle will be towed to the nearest KIA dealership or approved repair facility within 100 km of the incident.

### **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 provider will be dispatched to attempt to gain entry to your vehicle. Please note that the owner assumes all 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 provide service to an unattended vehicle.**



## **Kia Extra Care Roadside Assistance Program**



## **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 or traffic accident (when not covered under your auto insurance policy).**

## **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 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  
Attention: Claims Department  
P.O. Box 190  
Richmond Hill, ON  
L4B 4R5

- 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 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.



**Kia Extra Care  
Roadside Assistance Program**



**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.
- Shovelling 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 Program**

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.



## CUSTOMER EXPERIENCE PROCEDURES

### **Kia Owner Satisfaction and Assistance**

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 ready to assist you with your vehicle purchase, parts, and service maintenance requirements.

Normally, any questions or concerns with the purchase 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 your concern with the appropriate department Manager at the Dealership: the Sales Manager, the Service Manager or the Parts Manager. Normally, concerns can be resolved through this step.

#### **STEP TWO:**

If the problem has already been reviewed with the Sales, Service, or Parts Manager, and your concern is still not resolved, contact the General Manager or the owner of the Dealership.

#### **STEP THREE:**

If necessary, contact Kia Canada's Customer Experience Department using our toll free number:

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



For prompt assistance, please have the following information available for the Customer Experience Representative:

- 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.)
- Your vehicle's delivery date and present odometer reading.
- Dealership name and location.
- The nature of the problem or cause of dissatisfaction.

The information will be reviewed by Kia's Customer Experience Department, along with the Kia District Manager for your area to ensure that all possible measures have been taken to ensure a satisfactory resolution.

When contacting Kia Canada, please remember that your concern will likely be resolved at the Kia Dealership, using the Dealer's facilities, equipment, and personnel. Please ensure that you have followed step One and Two first, if you have a 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 Experience Department with the above information at:

**180 Foster Crescent  
Mississauga, Ontario. L5R 4J5**

**CALL: 1-877-KIA-AUTO (1-877-542-2886)  
OR BY E-MAIL: [consumer@kia.ca](mailto:consumer@kia.ca)**

**To find a Kia Dealership in your area, please visit our website [www.kia.ca](http://www.kia.ca)  
or contact the Customer Experience Department**



Occasionally a vehicle manufacturing concern cannot be resolved to your satisfaction, using the three step process described previously. If, after exhausting these procedures, you believe Kia has been unable to satisfactorily address your vehicle concerns, you may request to participate in the Canadian Motor Vehicle Arbitration Plan (CAMVAP) - an alternative dispute resolution program designed specifically for vehicle owners. CAMVAP will inform you about consumers' rights in the arbitration program.

The purpose of CAMVAP is to assist in the resolution of disputes between vehicle manufacturers and customers for perceived manufacturer defects. **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 exhausted all avenues of dispute resolution previously outlined in Steps One, Two and Three.**

To request more information about CAMVAP, please contact them directly at:

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

### **Change of Address or Subsequent Ownership Notification**

In case of a change of address or if you purchased your KIA vehicle as a pre-owned vehicle, please contact the Consumer Affairs Department to update your information by phone, 1-877-542-2886 or email at [consumer@kia.ca](mailto:consumer@kia.ca). For prompt assistance, please provide

- Your Vehicle Identification Number.
- Name of registered owner.
- Your vehicles purchase date and present odometer reading.
- Complete mailing address and phone number.

### **After Word**

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## Notes



Notes