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500 Jim Moran Boulevard, Deerfield Beach, FL 33442.



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Maintaining Your Kia Certified Vehicle

Proper Maintenance Begins at Your Kia Dealership

Properly maintained vehicles will last longer, deliver maximum performance and help protect your investment. Your Kia dealership and Kia vehicle Owner's Manual can provide you with the recommended maintenance schedule based on the driving conditions in your area. Please follow the recommended schedule so your vehicle can provide you with many years of driving enjoyment.

Be sure to ask about your dealership's "Kia Care Plan" which can help you maintain your Kia Certified Pre-Owned vehicle properly.





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Plan Provisions

- **Duration**
Roadside Assistance will be provided for 10 Years / Unlimited Mileage beginning on the vehicle purchase date.
- **Cost**
Roadside Assistance benefits are included with your Kia Certified Pre-Owned vehicle.
- **Hours of Operation**
24 hours a day, 365 days a year
- **Area of Coverage**
Anywhere in the U.S.
- **Emergency Roadside Assistance provided “Sign and Drive” coverage for emergency services including...**
 - **Flat Tire:** Change your flat tire with your inflated spare
 - **Out of Gas:** Arrange to have up to three gallons of free gas delivered if your vehicle runs out of fuel
 - **Lockout:** Assist in getting vehicle unlocked if the keys are lost, broken or locked inside your vehicle
 - **Jumpstart:** Arrange a battery jump

Roadside Assistance Coverage*

Emergency Towing

Emergency Towing Service “Sign and Drive” coverage for mechanical disablement which renders your vehicle inoperative.

How to Get Service

If your vehicle becomes disabled and you need assistance, please call 800-333-4542.

How to Use Roadside Assistance

Please be prepared with the following information when calling Roadside Assistance:

1. Your name and address
2. Your plan number (located on your Roadside Assistance ID card)
3. Exact location of disablement
4. Where you are calling from, including a phone number where you can be reached

* Services are provided by and/or through Cross Country Motor Club, Inc., Medford, MA 02155 except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360.



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Kia Certified Pre-Owned — Confidence and Value.

Thank you for purchasing a Kia Certified Pre-Owned vehicle! The Kia Certified symbol signifies that your pre-owned vehicle has been subjected by your authorized Kia dealership to a rigorous 164 point inspection, passing the Kia standard for safety, performance and appearance.

The Kia Certified Pre-Owned Vehicle Limited Warranty period expires 10 years from the day the vehicle is first put in-service or when the odometer reaches 100,000 miles, whichever comes first and it includes additional Platinum Coverage for 1 Year / 12,000 Miles, whichever occurs first. (See Limited Warranty Form for expiration calculation details.)

With a Kia Certified Pre-Owned vehicle, you will experience the confidence that comes with the value of buying a pre-owned vehicle and you’ll enjoy many of the same protections of a new vehicle.

**Pre-Owned
Limited Warranty
Repairs:
(866) 440-1340**

(See page 6 for details)

**24 Hour Roadside
Assistance:
(800) 333-4542**

(See page 8 for details)



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Kia Certified Pre-Owned Vehicle Information

Certified Vehicle Purchase Date:

Month _____ Day _____ Year _____

Mileage _____

VIN Number _____

Customer Name _____

Selling Dealer Information:

Dealership Name _____

Address _____

City _____ State _____ Zip _____

Phone # _____



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Kia Certified Additional Features

Among the benefits of the Kia Certified Pre-Owned Limited Warranty, you are provided the following:

Travel Breakdown Protection

Travel Breakdown Protection will be provided for the duration of your Kia Certified Pre-Owned Limited Warranty. In the event of a mechanical breakdown of a covered component, we will reimburse you for documented motel/hotel lodging and restaurant meal expense incurred, commencing the day after the claim is reported, providing you are in excess of 100 miles from home. Such expense shall be limited to \$100 per calendar day and \$500 per occurrence. You must receive prior authorization for travel expenses by calling 866-440-1340.

Rental Car Coverage

You will be allowed up to \$35 per day for a maximum of 10 days for car rental expense incurred if required due to a covered mechanical breakdown or manufacturer's warranty repair. Rental car expense incurred must be from a licensed rental car agency or authorized Kia dealer. Rental car reimbursement is not provided for parts delay, shop scheduling or for work not covered. You must receive prior authorization for rental expenses by calling 866-440-1340. Rental reimbursement is limited to downtime repairs and ends on the date of repair completion.

Diagnostics Coverage

The Limited Warranty will pay for reasonable, necessary and customary diagnostic charges incurred in conjunction with a covered mechanical breakdown, not to exceed the labor time listed in a nationally recognized parts and labor guide.

Related Damage Coverage

The Limited Warranty will pay for the replacement of brake pads, belts and hoses that are damaged and require replacement as a direct result of a covered mechanical breakdown. This coverage includes disc brake rotor or brake drum resurfacing required as a direct result of a covered mechanical breakdown.

Fluid Coverage

The Limited Warranty will pay for the replacement of necessary fluids, oils, greases, lubricants and approved A/C gases that must be replaced in conjunction with a covered mechanical breakdown.



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Kia Certified Pre-Owned Limited Warranty Information

How To Make A Claim:

When repairs are required, if possible, return your vehicle to your selling dealer or any Kia dealer. If you cannot return your vehicle to your dealer or a Kia dealer, you must telephone Customer Claims Center at 866-440-1340 during normal working hours to receive instructions. If you do not follow FWS's instructions, reimbursement may not be made to you for the cost of any repairs. Authorization must be obtained from FWS prior to having your vehicle repaired. FWS reserves the right to inspect any vehicle before authorization of any repairs. In order to make a claim you must:

1. Have your vehicle serviced according to the maintenance schedule provided in the manufacturer Owner's Manual. You must keep original copies of all repair orders, invoices and receipts from the performed services and maintenance and present the originals at the time a claim is made;
2. Use all customary and reasonable means to protect your vehicle from further damage in the event of a mechanical breakdown. Without limiting this general rule, specifically you must stop the vehicle immediately and have it repaired before driving it further;

3. Provide "teardown authorization" when requested by FWS or Kia dealer, so that the repair facility can provide an accurate diagnosis and estimate of repairs;
4. In the event of an emergency situation that occurs and FWS cannot be reached, you can proceed with repairs, but payment will be in accordance with the other provisions of the Limited Warranty;
5. Submit a claim for reimbursement to FWS along with all required documents within thirty (30) days of authorization;
6. Retain all replaced parts until your claim is settled, as you may be required to submit these parts for inspection.

Failure to comply with the responsibilities outlined above may result in the denial of your claim. If you have any questions which cannot be answered by your dealer, please contact FWS.



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This booklet contains important information about your Limited Warranty, maintenance schedule, and general information about your vehicle. Keep this booklet in your vehicle at all times.

- This booklet is a guide to the features and benefits that come with your Kia Certified Pre-Owned vehicle. Additional important manufacturer warranty information can also be found in your vehicle's manufacturer Owner's Manual.
- All information including the terms and conditions of the Kia Certified Pre-Owned Limited Warranty contained herein are based on the latest information available at the time of publication and is subject to change without notice.
- Please be aware that any modification to your vehicle could affect its performance, safety or durability. Such modifications may also violate government regulations, and/or void this Limited Warranty, and/or your manufacturer's warranty. Please consult with your authorized Kia dealer before making any modifications to your vehicle.

This information is intended only to highlight certain features of the Kia Certified Pre-Owned Limited Warranty. For exact coverages, exclusions and limitations, please review the Kia Certified Pre-Owned Limited Warranty contract itself.



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Welcome to Kia Certified Pre-Owned

Congratulations on your purchase of a Kia Certified Pre-Owned vehicle!

To better ensure your satisfaction and maximize your Kia Certified Pre-Owned experience, please:

- Read your Limited Warranty, this booklet and the original manufacturer Owner's Manual.
- When repairs or maintenance are required, return your vehicle to your selling dealer or any Kia dealer. If you cannot return your vehicle to your selling dealer or any Kia dealer, telephone the Customer Claim Center at 866-440-1340 to receive instructions. See Page 6 for further information.



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Kia Certified Pre-Owned Limited Warranty Information

1. Owner's Responsibilities

You are responsible for properly operating and maintaining your vehicle in accordance with the instructions in your manufacturer Owner's Manual. If you drive your vehicle under severe driving conditions, you must follow the applicable maintenance requirements specified in your manufacturer Owner's Manual.

2. Pre-Owned Limited Warranty Period

This Pre-Owned Limited Warranty begins on the manufacturer's original in-service date and odometer mile zero, and will be in effect from that date for a period of 10 years or 100,000 miles—whichever occurs first—as stated in your Kia Certified Pre-Owned Limited Warranty. The Pre-Owned Limited Warranty also includes 1 Year / 12,000 Miles of Platinum Coverage, whichever occurs first.

3. Pre-Owned Limited Warranty Coverage

This Pre-Owned Limited Warranty covers any repair or replacement of components which fail under normal use due to a defect in materials or workmanship. Coverage is limited to those components and parts listed under the section "Powertrain Coverage" in the Pre-Owned Limited Warranty. Additional "Platinum" Coverage during the first 1 Year / 12,000 Miles, after vehicle purchase, whichever occurs first.

In addition, coverage excludes those items listed under "Exclusions From Coverage" as shown in the Pre-Owned Limited Warranty.

Any implied warranty of merchantability of fitness for a particular purpose applicable to this vehicle is limited to the duration of the written warranty. Some states do not allow limitation on the time period for an implied warranty, so this limitation may not apply to you.

4. Warrantor

Your Kia Certified Pre-Owned Limited Warranty is provided by Kia Motors America as shown in your Pre-Owned Limited Warranty and is administered by Fidelity Warranty Services, Inc. ("FWS").

See your Pre-Owned Limited Warranty and Buyer's Guide for actual Limited Warranty coverage limitations, exclusions, and other important information that may apply. To obtain a copy please call the Customer Claim Center at 866-440-1340.

