

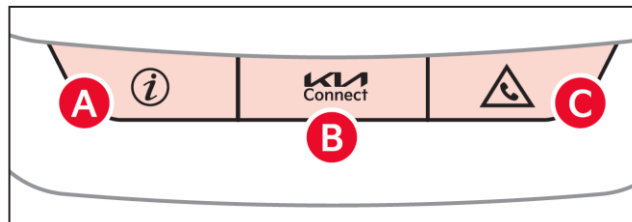




TO: Dealer Sales & Service Team  
SUBJECT: IQS Quick Tip #24 – Kia Connect Assistance Buttons  
DATE: February 2023

During the delivery process, it is important to help the customer activate Kia Connect\* (if equipped) and to demonstrate the following:

For model year 2023, some models will have three Kia Connect Assistance buttons, and others will have two buttons in the overhead console or rearview mirror.

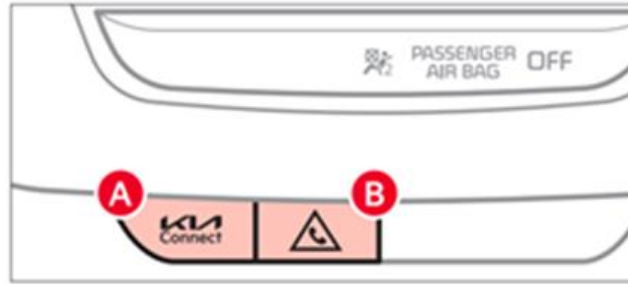
**Three Kia Connect Assistance Buttons:**





- (A) ⓘ **Virtual Assistant** - Press to connect to the Virtual Assistant to hear information about select Kia Connect features.
- (B)  **Kia Connect** – Press to connect to the Kia Connect Call Center.
- (C)  **RSA (Roadside Assist)\*\*** – Press to connect to a Roadside Assistant where vehicle towing services can be requested.



## Two Kia Connect Assistance Buttons:



- (A)  **Kia Connect** – Press to connect to the Kia Connect Call Center.
- (B)  **RSA (Roadside Assist)\*\*** – Press to connect to a Roadside Assistant where vehicle towing services can be requested.

*Kia Connect Assistance Video*

<https://www.youtube.com/embed/AoISmjDdQPY>

Thank you for your attention and focus to explain all connectivity features to customers during the “perfect delivery” process.

Sincerely,

**Ownership Experience Team**  
**Kia America**

For additional resources and other information related to potentially difficult to understand features, visit the IQS learning center within the Product Presentation Center.

<https://kiappc.com/kia-learning-center/kia-quality-center/tips-resources/>

### **Legal Disclaimers:**

\*Purchase/lease of certain 2023 and newer Kia vehicles with Kia Connect includes a complimentary 1-year subscription starting from new vehicle retail sale/lease date as recorded by the dealer. After your complimentary 1-year Kia Connect subscription expires, continued access to the full suite of Kia Connect services available on your Kia will require a paid subscription at the then-current subscription rate or your use of certain Kia Connect features may immediately terminate. Use of Kia Connect is subject to agreement to the Kia Connect Privacy Policy (available at <https://owners.kia.com/us/en/privacy-policy.html>) and Terms of Service (available at <https://owners.kia.com/us/en/terms-of-service.html>). Complimentary Kia Connect subscription is transferable to subsequent owner during the original Kia Connect service term. Only use Kia Connect when safe to do so. Kia Connect may currently be unavailable for Model Year 2022 and newer vehicles sold or purchased in Massachusetts; please see the Kia Owners Portal for updates on availability. Kia Access App is available from the Apple® App Store® or Google Play Store™. Kia America, Inc. reserves the right to change or discontinue Kia Connect at any time without prior notification or incurring any future obligation. Message and data rates may apply. Cellular and GPS coverage is required to use most features. Kia Connect features may vary by model, model year, and trim level. Features, specifications, and fees are subject to change. For more on details and limitations, visit [www.kia.com](http://www.kia.com) or your authorized Kia dealer. Apple® and App Store® are registered trademarks of Apple Inc. Google™ and its logos are trademarks of Google LLC or its affiliates.

\*\*24-hour Roadside Assistance is a service plan provided by Kia America Inc. Limitations apply. See Kia Warranty and Consumer Information Manual for details. Requires cellular coverage.