


SERVICE POLICIES & PROCEDURES MANUAL

Table of Contents

Section 7: Warranty Repair Policies and Procedures

- 7.0 Warranty Repair Policies and Procedures
- 7.1 Warranty Policy for "Gray Market" Kia Vehicles
- 7.2 Warranty Policy for Non US Vehicles Warranty Repair (Foreign Claims)
- 7.3 Vehicle Demonstrator Warranty
- 7.4 Repairs to New Vehicles in Dealer Stock
- 7.5 Repairs to Used Vehicles in Dealer Stock or Recent Sales
- 7.6 Campaigns
- 7.7 Warranty Coverage Validation
- 7.8 Component Replacement/Repair Policy
- 7.9 Prior Work Authorization (PWA)-DPSM or KUS
- 7.10 Warranty Repair Marketing or Solicitation
- 7.11 Defective New Parts
- 7.12 Terminated Dealer Claim Requirements
- 7.13 Customer Goodwill Repairs
- 7.14 Customer Reimbursement Policy and Procedures
- 7.15 Speedometer/Odometer Servicing/Replacement
- 7.16 Audio System Replacement Policies and Procedures
- 7.17 Rear Seat Entertainment (RSE) System/Navigation Systems
- 7.18 Trained Technician/Claim Payment Program
- 7.19 Causal Part Requirements
- 7.20 Battery Claim Policy and Procedures (OEM & Replacement)
- 7.21 Vehicle Maintenance and Non Recommended Services
- 7.22 Photograph Requirements for Glass and Paint Repairs
- 7.23 Hybrid (HEV) and EV Vehicle Service Handling Procedures
- 7.24 No Trouble Found Inspection

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.0		Page 1 of 2		Topic Warranty Repair Policies and Procedures - Gray Market Vehicles
	Issue Date September 2005		Revision Date May 2009		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.0 Warranty Repair Policies and Procedures

7.1 Warranty Policy for "Gray Market" Kia Vehicles

"Gray market" vehicles are defined as Kia branded vehicles imported into the United States for distribution and sale other than through Kia America, Inc.

A Gray Market vehicle does not include vehicles whose owners are permanently relocated, visiting or vacationing from outside the United States.

7.1.1 Kia America Provides No Warranty Coverage for Gray Market Vehicles


The foreign distributor, importer and/or the selling dealer of Gray Market vehicles are responsible for providing the customer with any promised warranty coverage, either directly or through purchase of aftermarket warranty coverage.

If you sell a Gray Market vehicle you must disclose the following to the purchaser, in writing, prior to sale:

1. Kia America did not import or distribute the vehicle
2. Kia America does not provide warranty coverage on the vehicle
3. The vehicle was not sold by Kia Corporation for distribution within the United States
4. Whether and by whom the vehicle is certified to comply with United States Federal Motor Vehicle Safety Standards
5. Whether it was modified subsequent to original manufacture in order to meet those standards.

Where applicable, you must also disclose, in writing, to the customer that the vehicle is being sold as a used vehicle "as is" and without warranty. You are responsible to ensure compliance with federal, state and local laws related to warranty service and consumer protection statutes, including "lemon law" statutes and regulations.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.0		Page 2 of 2		Topic Warranty Repair Policies and Procedures - Gray Market Vehicles
	Issue Date September 2005		Revision Date May 2009		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	


You are also responsible for all legal and financial liability to the vehicle owner, other Kia dealers, third parties, and federal, state and local regulatory agencies resulting from sale or service of the vehicle, including failure to provide warranty service.

Before rendering warranty service on any Kia branded vehicle the dealer is responsible to verify that the VIN for the vehicle is registered in the Kia DCS.

Vehicles not registered in the Kia DCS were not imported into the United States for distribution and sale through Kia.

KUS will not honor reimbursement claims for warranty repairs or service to such vehicles.

Customers seeking warranty coverage for Gray Market vehicles should be referred back to the importer or selling dealer.

KIA SERVICE POLICIES AND PROCEDURES					
	Section 7.2		Page 1 of 4		Topic Kia Owners Permanently Relocated Visiting or Vacating in the United States
	Issue Date September 2005		Revision Date August 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	


7.2 Warranty Policy for Non US Vehicles Warranty Repair (Foreign Claims)

For those Kia customers permanently relocated, visiting, or vacationing from outside the United States, including Canada, Mexico and Puerto Rico, KUS and its retailers will honor the terms and conditions of the warranty, if any, provided for the vehicle by the distributor of the Kia vehicle in the country of origin prior to the relocation, under the following conditions:

- If warranty coverage provided by those distributors is verified prior to start of the repair. Warranty coverage must be validated by the US Kia dealer by contacting the appropriate Kia distributor. You need to contact the respective country to validate the vehicle's warranty coverage, retail and production dates. See Section 7.2.1 below for contact information.
- The owner must present proof of current foreign residency and vehicle registration by presenting a valid foreign vehicle registration and a valid foreign driver's license to the Kia retailer at the time the vehicle is submitted for repair.
- The owner must provide the warranty manual that covers the vehicle to the Kia retailer prior to requesting warranty repairs because a permanently relocated, visiting or vacationing customer's vehicle is entitled to warranty repairs from Kia retailers only under the warranty terms and conditions of the vehicle's country of origin.

For reference, the following outlines warranty coverage rules for Canada:

CUSTOMER SITUATION				
U.S. Customer in Canada-U.S. Vehicle	Vacating/ Business/ Relocated Owner	Take to KCI Kia dealer	Contact Kia Canada (KCI)	Warranty Repair Covered by KCI
	Y	Y	Y	Y
Canadian Customer in U.S.-Canadian Vehicle	Vacating/ Business/ Relocated Owner	Take to Kia dealer	Foreign Claim Submission (WebDCS)	Warranty Repair Covered by KUS
	Y	Y	Y	Y
Canadian Customer Purchased U.S. Vehicle while living in Canada	NO WARRANTY COVERAGE			

KIA SERVICE POLICIES AND PROCEDURES					
	Section 7.2		Page 2 of 4		Topic Kia Owners Permanently Relocated Visiting or Vacating in the United States
	Issue Date September 2005		Revision Date August 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.2.1 Vehicle Coverage Validation for Canadian/Puerto Rican, Mexico, and Guam Vehicles

Warranty coverage must be validated by the US Kia dealer by contacting the appropriate Kia distributor.

To verify warranty coverage on a **Canadian** vehicle, contact Kia Canada email address (consumer@kia.ca) or call 905-755-6332, from 8:30 AM to 6:30 PM (EST). Ask for the warranty department.


To verify warranty coverage on a **Puerto Rican** vehicle contact Motorambar, Inc., email address (serviciokia@motorambar.net) or call 787-620-0900.

To verify warranty coverage on a vehicle from **Mexico** contact: Leopoldo Pastrana, Warranty Sr. Specialist (leopoldo.pastrana@kia-mexico.com) or call (52) (55) 4122-4081.

To verify warranty coverage on a vehicle from **Guam** contact: Jeng Barecante, Warranty Supervisor (jbarecante@tripleiguam.com) or call 671-648-6088

For other countries, refer to the distributor contact information in the Warranty Manual for the vehicle.

KIA SERVICE POLICIES AND PROCEDURES

	Section 7.2		Page 3 of 4		Topic Kia Owners Permanently Relocated Visiting or Vacating in the United States
	Issue Date September 2005		Revision Date August 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	


7.2.2 Warranty Coverage for Canadian/Puerto Rican Vehicles

This chart is provided for reference purposes only; specific warranty coverage must be verified by the distributor.

Warranty Coverage for Canadian Vehicles			
Warranty Coverage	2000 – 2001 MY	2002 – 2005 MY	2006 - 2017 MY
Basic	36 Months /60,000 km	60 Months/100,000 km	60 Months/100,000 km
Powertrain	60 Months /100,000 km	60 Months/100,000 km	60 Months/100,000 km
Paint	36 Months /60,000 km	12 Months/20,000 km	36 Months/60,000 km
Audio	12 Months or at the end of the new vehicle warranty 36/60 km	60 Months/100,000 km	36 Months/60,000 km
DVD Entertainment System		2004 36 Months/60,000 km	Port installed Prior to retail delivery 36/60,000 km
		2005 MY Port installed Prior to retail delivery 36/60,000 km	Prior to retail delivery 36/60,000 km
		Installed after retail delivery 12/20,000 km	Installed after retail delivery 12/20,000 km

Warranty Coverage for Puerto Rican Vehicles			
Warranty Coverage	Sold After 5/2/05 (1st Owner)	Sold After 5/2/05 (2nd Owner*)	Sold Before 5/2/05
Adjustments	12months/12,000miles	12months/12,000miles	12months/12,000miles
Basic	5-years/60,000-miles	5-years/60,000-miles	3-years/36,000-miles
Powertrain	10-years/100,000miles	5-years/60,000-miles	5-years/60,000-miles
Paint	3-years/36,000-miles	3-years/36,000-miles	3-years/36,000-miles
Corrosion	3-years/50,000-miles	3-years/36,000-miles	3-years/36,000-miles
Anti- Perforation	5-years/100,000-miles	5-years/100,000-miles	5-years/100,000-miles
Audio	3-years/36,000-miles	3-years/36,000-miles	3-years/36,000-miles
Battery (original)	3-years/unlimited**	3-years/unlimited**	1-years/unlimited
Emissions	Related Parts	Specific Parts	
	2-years/24,000-miles	8-years/80,000-miles	

KIA SERVICE POLICIES AND PROCEDURES

	Section 7.2		Page 4 of 4		Topic Kia Owners Permanently Relocated Visiting or Vacating in the United States
	Issue Date September 2005		Revision Date August 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Warranty Coverage for vehicles from Mexico

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 manual for detailed information regarding each of these warranties.

	Months in Service	WARRANTY TERM									
		* The service maintenance: 10,000 km or 6 months (whichever comes first)									
		KILOMETERS IN SERVICE									
		10,000	20,000	30,000	40,000	50,000	100,000	150,000	Unlimited		
Basic	60	[Bar from 0 to 100,000 km]							100,000		
Power Train	84	[Bar from 0 to 150,000 km]								150,000	
Original Equipment Battery	24	[Bar from 0 to Unlimited km]								Unlimited	
Paint	60	[Bar from 0 to 100,000 km]							100,000		
Audio	36	[Bar from 0 to 100,000 km]							100,000		
Anti-Perforation	60	[Bar from 0 to Unlimited km]								Unlimited	
*Service Parts and Accessories	12	[Bar from 0 to 20,000 km]						20,000			

Warranty Coverage


NOTE: 1. Tires are warranted by the 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 MAY NOT BE HONORED TO THE KIA VEHICLE FOR THE COMMERCIAL PURPOSE.
 THE KIA VEHICLE FOR THE COMMERCIAL PURPOSE MEANS THE VEHICLE WHICH IS OPERATED COMMERCIALY TO MAKE PROFITS LIKE A TAXI.

7.2.3 Foreign Claim Submission

Refer to the Warranty Claims Processing Manual Section 2.12 Foreign Claim Submission Procedures for details.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.3 & 7.4		Page 1 of 1		Topic Vehicle Demo Warranty & Repairs to New Vehicles in Dealer Stock
	Issue Date September 2005		Revision Date April 2011		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.3 Vehicle Demonstrator Warranty

All Kia New Vehicle Limited Warranties begin when the vehicle is placed into the dealer's demonstrator service. It's the responsibility of the selling dealer to notify the first retail purchaser of the applicable warranties and the date that the demonstrator was placed into service and, therefore, the remaining warranty period for each applicable Kia warranty.

7.4 Repairs to New Vehicles in Dealer Stock

A warranty claim for a new vehicle in dealer stock will be accepted for processing as long as the vehicle has less than 2999 miles. The *Kia New Vehicle Limited Warranty* does not cover any vehicles while in stock which have been driven more than 2999 miles and have not been sold to a customer or placed into demonstrator service. [A vehicle placed in demonstrator service must be registered as a demo using the date the vehicle is placed into service.](#)


Repairs made to new in-stock vehicles that are covered under warranty must be made with new replacement parts, regardless of the existence of a remanufacturing program. Remanufactured parts, audio exchange units or other exchange units may not be used for any in-stock replacements or repairs. Contact your DPSM for information on the purchase of new components when only remanufactured items are available.

7.4.1 Claims Submission Procedures for New Vehicles in Dealer Stock

ALL new car repairs performed on vehicles in dealer inventory require that the following information be entered in the customer name section of the warranty claim. This includes new, demo, used, rental, loaner vehicles, shuttle vehicles or parts delivery vehicles

- Customer first name: ["NEW"](#)
- Customer last name: ["INSTOCK"](#)

Do not enter dealership name in the customer name section of the warranty claim. Claims that are misrepresented or do not meet this requirement are subject to claim denial or chargeback

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.5		Page 1 of 5		Topic Repairs to Used Vehicles in Dealer Stock or Recent Sales
	Issue Date September 2005		Revision Date November 2017		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.5 Repairs to Used Vehicles in Dealer Stock or Recent Sales

Reconditioning of used Kia vehicles in retailer inventory or any repairs, whether warranty or goodwill, must be authorized by your DPSM in advance with a DPSM PWA.

Repairs performed as the result of an accident or normal wear items or repairs performed to increase the value of the vehicle or reduce the retailer's reconditioning cost of their used vehicle inventory are not covered under warranty and are subject to chargeback. It is the retailer's responsibility to perform any appropriate recalls or Service Campaigns on used vehicles in retailer stock. Recalls or Service Campaigns do not require a DPSM PWA.


The service manager must sign the repair order approving that the repair is a warranty condition.

As usual, any additional repairs discovered while the vehicle is being serviced must be treated as add-on repairs and documented.

7.5.1 What Is Not Covered For Used Vehicles

KUS will not extend customer goodwill to used vehicles in dealer inventory or used vehicles sold where the condition existed prior to the vehicle sale. Goodwill assistance will not be provided if the vehicle is covered by an extended service contract (ESC) or any self-insurance policy to cover vehicle repairs

The vehicle condition (mechanical operation, appearance, maintenance requirements) and or the extent of needed repairs are part of the used vehicle appraisal process to determine the trade-in value or the purchase price of a used vehicle. The repairing or servicing of used vehicles is considered a dealer used car-reconditioning expense and is not covered by warranty or KUS customer goodwill.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.5		Page 2 of 5		Topic Repairs to Used Vehicles in Dealer Stock or Recent Sales
	Issue Date September 2005		Revision Date November 2017		
	(<input type="checkbox"/>) New	(<input type="checkbox"/>) Partial Revision	(<input type="checkbox"/>) Complete Revision	(<input checked="" type="checkbox"/>) No Changes	

7.5.2 Vehicle Maintenance Requirements- Used Vehicles

The following items are not eligible for customer goodwill consideration.

Kia dealers, non- Kia dealers, private sellers, car brokers and wholesalers are required to perform vehicle scheduled maintenance service for all Kia vehicle trade-ins, auction vehicles, fleet vehicles or Kia company vehicles.

Kia dealers must complete all open campaign repairs prior to selling or trading of a vehicle.

Any repair that is directly caused by not performing vehicle-scheduled maintenance (timing belt replacement, oil changes, ATM servicing, wheel packs, etc.) at the scheduled mileage or time, or a repair that sub sequential damage occurred because of lack of maintenance is not covered.


7.5.3 Used Car Component Repair Policy

The following are examples of vehicle components that have special repair requirements, which will require direct involvement from your DPSM for used car repairs.

Audio System (Radio/combo units, CD units) – Audio units are covered for 36/36 and goodwill repairs are not covered under warranty for used vehicles in dealer stock for recently sold or traded used vehicles. Warranty coverage is for replacement of identical OEM audio equipment within the 36/36-warranty period for a warrantable defect and a Kia reman audio unit must be for the repair.

Brakes - The vehicle braking system is covered under the Basic warranty period for warrantable defects. Repairs for replacement of pads or lining are considered normal maintenance and are not covered under warranty or KUS goodwill. Brake disc (rotor) or drum that are worn or pulsate due to customer driving habits or vehicle mileage is considered reconditioning expense and is not covered by warranty or KUS goodwill. Normal maintenance adjustments, cleaning, etc or damage caused by wear items in not covered by warranty or KUS goodwill.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.5		Page 3 of 5		Topic Repairs to Used Vehicles in Dealer Stock or Recent Sales
	Issue Date September 2005		Revision Date November 2017		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Engine Assemblies/Repairs - Engine assemblies (short or long blocks) require Techline and DPSM prior approval, or prior inspection and are covered under the basic warranty period, for a warrantable defect. Engine failures that are caused by abuse, neglect, improper maintenance, lack of maintenance, improper previous repairs, and improper diagnosis or for other conditions that are not considered a manufacturing defect and are not cover under warranty or KUS customer goodwill. KUS has the right to establish a DPSM physical inspection requirement for dealer or repair **PRIOR** to any repairs being performed.


Paint - Paint repairs for used vehicles in dealer inventory or for used vehicles recently sold must be approved by the DPSM **PRIOR** to the repair. Paint repairs for increasing the cosmetic appearance, fading, chips, scratches, pitting, acid rain, spotting, salt damage, surface damage caused by air born deposits etc is not covered under warranty or KUS goodwill.

Transmissions Assemblies – ATM or MTM claims require prior approval from Techline and the DPSM. PWA approvals are based on the vehicle meeting scheduled maintenance interval, and meeting KUS’s ATM or MTM policy and procedures. Warranty coverage or goodwill assistance will not provide for physical damage, failures due racing, abuse lack of maintenance, or misdiagnosis or improper previous repair.

Trim or Upholstery -Trim and upholstery are covered under the Basic warranty period for warranty defects. Repairs that are not covered are damaged moldings or trim items, dirty/stained carpets or upholstery, ripped soft trim (weatherstrips, seals etc) or repairs to appearance items that are need to increase the vehicle appeal or value of the used vehicle.

Maintenance Items - Maintenance items (fuses, bulbs, wiper blades, filters etc.) are considered vehicle-reconditioning costs and is not covered under warranty or KUS goodwill.

Warranty coverage or KUS customer goodwill is not intended to reduce the reconditioning expenses of maintaining used Kia vehicle operations. Claims that do not meet KUS’s policies and procedures are subject to claim denial or chargeback.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.5		Page 4 of 5		Topic Repairs to Used Vehicles in Dealer Stock or Recent Sales
	Issue Date September 2005		Revision Date November 2017		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.5.4 Prior Approval (PWA) for Used Car Repairs

Kia requires that the submission of warranty claims must be assigned Prior Work Authorization (PWA) from your DPSM for certain repairs, certain assembly replacement, for specific replacement parts, and for certain diagnosis /tests made by a technician. The DPSM will make a case-by-case decision based on the vehicle condition, the repair situation or the dealer repair situation.

7.5.5 Warranty Claim Submission- Kia Dealer Used Cars

All warranty eligible repairs for used vehicle in dealer inventory or recently sold used cars, are to be approved prior to performing the repairs and require PWA approval from the DPSM. The dealer is required to identify ALL used car repairs in dealer inventory by entering the following information in the customer name section of the warranty claim.

- Customer first name: [Used](#)
- Customer last name: [In-Stock](#)


Do not enter dealership name or previous customer name in the customer name section of the warranty claim. Claims that are misrepresented or do not meet this requirement are subject to claim denial or chargeback.

7.5.6 Warranty Repair Approval - Used Cars (Kia and Non Kia dealers)

The used car vehicle owner, used car broker, used car wholesaler, or used car dealers are required to approve diagnosis (teardown & inspection) changes to determine if the condition is a warranty eligible repair. This is for situations where maintenance (oil changes, tune ups, ATF services, 30K services etc.) might be a factor in determining warranty eligibility, or unusual repair conditions where the vehicle ownership cannot be identified or any records that transferred from previous owner are not available. Used Kia vehicles may be covered under one of the Kia existing warranties; however, it is the current owner's responsibility to approve the diagnosis for suspect repair conditions. Repairs including, but not limited to the examples below:

- Engine sludge condition and damage to internal components

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.5		Page 5 of 5		Topic Repairs to Used Vehicles in Dealer Stock or Recent Sales
	Issue Date September 2005		Revision Date November 2017		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

- A/T transmission operation and no ATF maintenance
- Brake operation (noise, pulsation) and existing wear
- Manual transmission or clutch operation and disc wear
- Electrical component operation and aftermarket accessories
- MIL or CEL conditions or drivability condition and no tune-up/maintenance history available
- Vehicle sold “As-Is” with an existing and known condition may require additional diagnosis time, which is the responsibility of the vehicle owner.

The DPSM needs to be contacted for used car repairs. Claims that are misrepresented or do not meet this requirement are subject to claim denial or chargeback.


7.5.7 Warranty Claim Submission- Used Cars (Non Kia Dealer)

All warranty eligible repairs for used vehicles for non Kia dealers, used car brokers, wholesalers in inventory or recently sold used cars, are to be approved prior to performing the repairs and require PWA approval from the DPSM. The dealer is required to identify ALL used car repairs in dealer inventory by entering the following information in the customer name section of the warranty claim.

Example:

- Customer first name: ‘Boydemotors’
- Customer last name: Useddealer

Do not enter dealership name or previous customer name in the customer name section of the warranty claim. Claims that are misrepresented or do not meet this requirement are subject to claim denial or chargeback.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.6		Page 1 of 6		Topic Campaigns
	Issue Date September 2005		Revision Date March 2024		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

7.6 Types of campaigns

Recall Campaign

A repair program to correct (i) a safety defect or (ii) a non-compliance with a Federal Motor Vehicle Safety Standard.

Service Campaign

A repair program to correct a defect or problem that is not safety related.

Warranty Extension

Extends warranty coverage without offering or recommending an immediate repair.

Service Action

A repair program to correct a defect or problem that is not safety related. No customer mailing is sent for Service Actions.

Repair Benefit

A repair program used in limited circumstances to correct an issue related to specific parameters (e.g., time, mileage, damage level).

Customer Satisfaction

A repair program used in limited circumstances to correct an issue related to specific parameters (e.g., time, mileage, damage level).

Product Improvement Campaign

A repair program to prolong the durability of a part(s) that is not safety related.

7.6.1 Recall Campaigns


Manufacturers are required by law to initiate recall campaigns to comply with safety and emission regulations.

Specifically, the regulations for recalling motor vehicles include:

National Highway Traffic Safety Administration (NHTSA) Chapter 301 of Title 49 U.S.C. (formerly the National Traffic and Motor Vehicle Safety Act, as amended)

Environmental Protection Agency (EPA)
42 U.S.C. Clean Air Act and 40 CFR Part 85

California Air Resources Board (CARB) Title 13, California Code of Regulations

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.6		Page 2 of 6		Topic Campaigns
	Issue Date September 2005		Revision Date March 2024		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.6.2 Notifications

Dealer Notification


Kia America, Inc. will announce Campaigns directly to the Dealer Principal and dealership service manager via written notification defining the scope of the campaign. Along with the written notification, a campaign TSB will be provided detailing repair procedures for the completion of the campaign. The TSB will also contain the VIN range of the affected vehicles, parts information, and warranty claim information. The dealer notification materials will be mailed prior to owner notification mailings.

Owner Notification

Kia America, Inc. will notify the owners of vehicles affected by a campaign using its owner records, except in the case of a Service Action. The letter will be sent by first class mail, and will describe the purpose of the campaign, and how to obtain the campaign service. A reply card is also included with the notification letter to be filled out and returned if the owner has moved or sold the vehicle.

Region Notification

Kia America, Inc. Regional Offices will receive campaign information and documents, prior to mailing of owner notification letter.

KIA SERVICE POLICIES AND PROCEDURES				
	Section # 7.6		Page 3 of 6	
	Issue Date September 2005		Revision Date March 2024	
	() New	(X) Partial Revision	() Complete Revision	() No Changes
				Topic Campaigns

7.6.3 Dealer Campaign Responsibilities

Campaign Repairs

With respect to Recalls, Service Campaigns, Repair Benefit and Product Improvement Campaigns, dealers are required to perform campaign repairs or inspections, as instructed in the Campaign TSB, on any affected vehicle that has not had the subject campaign completed, regardless of vehicle age or mileage.

All Campaigns must be performed at no charge to the vehicle owner.

Vehicles in Dealer Inventory

Under applicable law, dealers may not sell or otherwise deliver any vehicle affected by a recall campaign until it has been inspected and repaired, pursuant to procedures described in applicable campaign TSB.


All campaigns must be performed immediately on affected dealer inventory. Under no circumstances should a vehicle be delivered to a customer prior to repair.

*A warranty claim for a new vehicle in dealer stock will be accepted for processing as long as the vehicle has less than 2999 miles. The **Kia New Vehicle Limited Warranty** does not cover any vehicles while in stock which have been driven more than 2999 miles and have not been sold to a customer or placed into demonstrator service.*

Verification of Vehicle Campaign Status

Dealers are required to perform campaign repairs and KUS provides several different ways to identify if a vehicle has an open recall (safety, emission or service).

- Vehicle Warranty Coverage Inquiry (KDealer+) provides the current status (closed or open/uncompleted) of all campaigns and a copy of this screen must be attached to every RO.
- When applicable, Campaign Completion Label must be installed on the vehicle bulkhead identifying the campaign is completed.
- Dealer Management System (DMS) can provide vehicle repair history and some systems allow dealers to add open recall VIN's into their system for easy identification of affected vehicles.
- Open Campaign Report is sent with each campaign announcement package identifying affected vehicles assigned to the dealer for repair.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.6		Page 4 of 6		Topic Campaigns
	Issue Date September 2005		Revision Date March 2024		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

Parts

To ensure that campaigns are completed as quickly as possible, parts and other materials necessary to complete the campaign will usually be pre-shipped to the dealer. The dealer is required to accept and retain these parts until the campaign is completed.

Additional parts or campaign completion labels needed to perform a campaign must be ordered from facing Parts Distribution Center. Dealers will receive credit for unused parts and material that were initially pre-shipped to the dealer. Additional parts ordered by the dealer are the responsibility of the dealer.

Recall Parts are treated the same as Replacement Parts and are subject to the same procedures when returning them to Kia.


Campaign Claim Submission

Campaign claims are submitted through KDealer+. Campaign claims must comply with the same repair order/claim requirements as regular warranty claims. Each Campaign TSB will provide the applicable part numbers, labor operation code labor time and nature/cause codes to be entered on claims.

Do not decline repairs for a customer concern associated with a completed Recall or Service Campaign. For vehicles that require subsequent repairs to a part affected by any Recall or Service Campaign:

- The dealer can process a warranty claim if the vehicle is eligible for basic or powertrain warranty. A TL Prior Work Authorization (PWA) may be required for certain powertrain related repairs.
- If the part failed within 12 months or 12,000 miles (whichever occurs first) from the date of repair, submit a Service Parts claim for the repair.
- If the part failed beyond the 12 months or 12,000 miles (whichever occurs first) from the date of repair, the dealer can submit a Goodwill claim. The dealer must reference the previous repair claim number within the claim notes and utilize the appropriate Goodwill Reason Code. Goodwill should not be used for subsequent repair claims related to a Product Improvement Campaign. These repairs should be claimed within the specified extended warranty period, according to the published TSB, unless there is no published warranty period or subsequent repair action. Please consult with the DPSM, for additional questions or concerns.

Kia is required to furnish Federal or State agencies with quarterly campaign completion information. Prompt and accurate claim submission is important to support this requirement.

KIA SERVICE POLICIES AND PROCEDURES				
	Section # 7.6		Page 5 of 6	
	Issue Date September 2005		Revision Date March 2024	
	() New	(X) Partial Revision	() Complete Revision	() No Changes
				Topic Campaigns

7.6.4 California Emission Recall Campaigns

Owners of vehicles sold in California are required to provide the Department of Motor Vehicles (DMV) with proof that recall campaigns have been completed before their vehicle registrations can be renewed.

For this purpose, *Vehicle Emission Recall-Proof of Correction* certificates are provided to dealers for each emission recall. These certificates must be completed and given to each owner upon completion of the recall service for owner use as proof during renewal of vehicle registration.

For vehicles that require subsequent repair to parts affected by any campaign:

- Please ensure to validate Emissions Warranty Coverage by performing a Parts Warranty Coverage Validation and verifying Emissions Coverage within the Warranty Consumer Information Booklet.

Note: Do not decline warranty coverage, until you have confirmed the vehicle is ineligible by time or mileage.

7.6.5 Campaign Completion Reporting

NHTSA (National Highway Traffic Safety Administration)


KUS is required to submit eight consecutive quarterly status reports to NHTSA based on our recall campaign completion numbers. The first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to the purchasers occurs.

EPA (Environmental Protection Agency)

KUS is required to submit eight consecutive quarterly status reports to EPA based on our recall campaign completion numbers. The first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to the purchasers occurs.

CARB (California Air Resource Board)

KUS is required to report monthly to CARB on the number of California vehicles that have already had the recall campaign completed. Monthly reporting begins six months after the customers were notified of the recall campaign and ends twelve months later. KUS is also required to submit an annual status report to CARB for two years.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.6		Page 6 of 6		Topic Campaigns
	Issue Date September 2005		Revision Date March 2024		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.6.6 Campaign Completion

Each Kia dealership is provided with an Open Campaign Report that lists their customers affected by the recall campaign. Additionally, all Kia dealers can access their “Not Completed Recall VINs Report” anytime via KDealer+. It is the Kia Dealership's Service Manager's responsibility to repair the affected vehicles and check them off their recall listing so they can identify and contact those customers who have not been in for the recall.

Kia America, Inc. requires that every customer's vehicle be checked against the KDealer+ Warranty Coverage Inquiry for open recall campaigns when the customer makes an appointment, or when the vehicle arrives at the dealership for service.


DPSM (District Parts Service Manager)

The DPSM is responsible for following up with the Kia Dealership's Service Manager to confirm that the vehicles on the recall listing are being checked off as they are repaired and that the customers are being contacted who have not been in for the recall repair.

Kia America (KUS)

When customers fail to bring their vehicles in for the recall campaign repairs, it may be necessary to send those customers a second recall notification letter in an effort improve our completion rate.

LEGAL LIABILITY NOTICE: Pursuant to the terms of the DealerSales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary service campaign, and for no other purpose.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.7		Page 1 of 1		Topic Warranty Coverage Validation
	Issue Date September 2005		Revision Date May 2009		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.7 Warranty Coverage Validation

The Warranty Coverage Validation screen provides dealers with vehicle warranty coverage information, campaign status, claim history, model information and other useful information necessary to make warranty coverage decisions on the service drive.

The Kia LTS manual lists the warranty coverage (Basic, Powertrain etc) for all labor operation numbers and when used with the Warranty Coverage validation screen, will identify specific warranty coverage by a VIN and by needed repair.


Dealers that do not use these tools to determine warranty coverage, risk submitting claims that are not covered by Kia's warranties and will result in claim denial.

7.7.2 Dealer Requirements

- 7.7.2.1 Dealers MUST validate warranty coverage PRIOR to performing any warranty repair, (Including 10/100 Powertrain Coverage).
- 7.7.2.2 A copy of the Warranty Coverage screen (WKR090 Warranty Coverage) must be attached to shop copy of the repair order.
- 7.7.2.3 The dealer is responsible for reviewing the Warranty History Inquiry screen (WSD079) prior to performing repairs.
- 7.7.2.4 The dealer is responsible for determining open campaign status, Branded Title vehicles, vehicle coverage or completed maintenance services.

Not validating the warranty coverage PRIOR to performing warranty repairs will have a financial impact on dealers.

Reference the Warranty Claims Processing Manual Section 4.1 Dealer Requirements – Warranty Validation for complete Warranty validation information.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.8		Page 1 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.8 Component Replacement/Repair Policy


KUS policy is to repair an assembly rather than replace the entire complete assembly. This includes utilizing KUS sourced parts, lubricants, and chemicals during the completion of all Warranty Repairs and repair publications (Recall Campaigns, Service Actions and Product Improvement Campaigns, etc.). The exceptions to this policy are as follows.

- The part is included in the Kia Genuine Reman Program
- The damage is severe and the cost would exceed the assembly replacement cost.
- The repair parts are not available from KUS's PDC and are classified as a "national back order" condition.
- A vehicle down condition exists that the DPSM or Regional CA Manager has been involved in the special situation and they have approved assembly replacement. The Region and or DPSM must be involved in expediting parts.
- A unique customer repair condition exists and the DPSM has approved assembly replacements.
- Assembly replacement due parts back order condition caused by inadequate dealer parts inventory practices or dealer parts ordering errors; does not constitute a condition where an assembly should be installed, instead of repairing the component.
- Reman parts must be used for warranty repairs unless the vehicle is in dealer inventory (not retailed).
- Engine Sub-Assembly (Long Block) replacement where short block and cylinder heads require replacement or total cost of the repair exceeds the cost of the long block assembly (Parts and Labor).

The KUS reman/new OE parts replacement policy is established based on agreements with KMC and local vendors and to meet state and federal requirements. The Kia remanufacture parts program allows KUS to reduce expenses (warranty claims, parts inventory etc.) , incorporate counter measure updates in reman parts and provide value priced parts to support Kia customers after the warranty has expired.

ANY COMPONENT (I.E., ENGINE, TRANS, AUDIO, ALTERNATOR, STARTER, A/C COMPRESSOR, ETC.) UTILIZED FOR WARRANTY REPAIRS AND THAT CAN BE REMANUFACTURED UNDER THE "REMAN PARTS" PROGRAM MUST BE RETURNED FOR CORE PROCESSING.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 2 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Warranty Policy

(1) New OE parts conditions:


- a. New OE parts must be used for vehicles in dealer inventory that are not retailed. (Once the vehicle is retailed a reman part must be used).
- b. There is no reman part available in the Kia reman parts program.
- c. The reman part is on national back order and the part ETA is excessive (10+ days) and a new OE part is available.
- d. This repair is a “last repair attempt” and has had 2+ reman units previously.

(2) Reman parts:

- a. The reman part warranty is 12 months or 12,000 miles or the remainder of the warranty period (Basic 5/60 or Powertrain 10/100) whichever is greater. The Kia Warranty and Consumer Information Manual states that KUS can install remanufactured parts and it is KUS policy to install reman parts as the first option.
- b. The installation of a new OE parts is KUS decision based on situations (1a-1d) which requires DPSM review of the service file and parts back order support documents to determine if the dealer’s request is valid due to a KUS national parts back order. The decision to use an OE is not based on a dealer or customer preference. Since the part is covered under warranty and the part meets KUS quality requirements, reman parts must be installed.

The Kia reman parts program is a quality control process used by KUS/Kia HQ/KaGA/KMX and local vendors to identify root cause failures and is an initiative to improve vehicle quality and manage warranty expenses.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 3 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Warranty Procedures:


(1) Warranty Claims Processing edits:

The KUS warranty system edits and reviews the warranty start date and determines if the vehicle is retailed (RDR date, WS date) and that the part has a corresponding reman part. If there is a reman part available, the causal part is the OE part number without a part quantity and the reman part is added to the claim detail with a quantity of one. The claim will process at the reman part price. If there is no corresponding remanufactured part available, the claim will process at the new OE part price.

(2) Claim payment for a new OE part when reman parts are available:

In those situations that meet the requirements defined in 1a-1d (listed above), the following procedures must be performed to process a new OE part when a reman part is applicable to the repair.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 4 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

DPSM Situation Review:


- Y Review the RO, service file and parts back order support documents.
- Y Determine if the dealer's request is valid due to a KUS national parts back order.

Dealer Claim submission Procedures:

When submitting a claim using an OE part with a Qty of 1 and there is a reman part available;

1. There will be a warning message "Important Alert" pop-up screen will display and the dealer must confirm an OE replacement by clicking "YES" in this warning window, the claim will be submitted as it is entered.
2. If the dealer clicks "NO" in the warning window, it will go back to Claim Entry or Answerback screen for correction. Remove the OE part qty and submit using the reman part#.
3. Once the dealer confirms the OE replacement, the claim will be submitted to the nightly batch process, and the nightly batch process will send the claim to 'P' status.
4. If the dealer selects "YES" OE confirmation button in error, the claim can be corrected BEFORE the claim is picked up by the Nightly Batch process.
5. Claim will be suspended for review – to review the list of error codes issued to the claim retrieve the claim from the Answerback/Resubmission screen and click CLAIM ERRORS button.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 5 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Reman reference materials are located;

- EPC (Electronic Parts Catalog)
 - Part number detail
 - Parts information section
- Web DCS parts availability
- Service Policies and Procedure Manual

Below is a list of Kia remanufactured parts:

- Alternator
- Audio unit
- Starter
- Automatic transmission/transaxle assembly *[PWA required]*
- A/C compressor (Internal compressor failures only)
- Engine short block *[PWA required]*
- Engine [Long Block] sub-assembly *[PWA required]*
- High Voltage Battery assembly *[PWA required]*

WebDCS


Parts Availability Inquiry													
Dealer			Facing PDC			MW1 LA							
Please enter Part Number to search and hit the Enter key													Print Screen
Part Number	Part Name	Part Class	Dealer Net	S/Retail	Manual Allocation	Inventory Freeze	Sell Pack Qty	Contact PDC	Hazmat Part	REMAN Part	Factory Ship Qty	Message	
164Y1 23H00	DISCONTINUED ENGINE	C	3109.92	5183.20	N	Y	1	N	N	Y	1	Alternate Part Numbers Available	
Part Number/Super Session	Part Name	PDC LA	PDC AT	PDC EA	PDC CE	PDC DA	PDC OH	PDC CT	PDC WA	PDC RC	Message		
* 164Y1 23H00	DISCONTINUED ENGINE	0	0	0	0	0	0	0	0	0	Check Dealer Inventory		
164Y1 23H00R	REMAN SUB ENGINE	0	0	0	0	0	0	0	0	0	Check Dealer Inventory		

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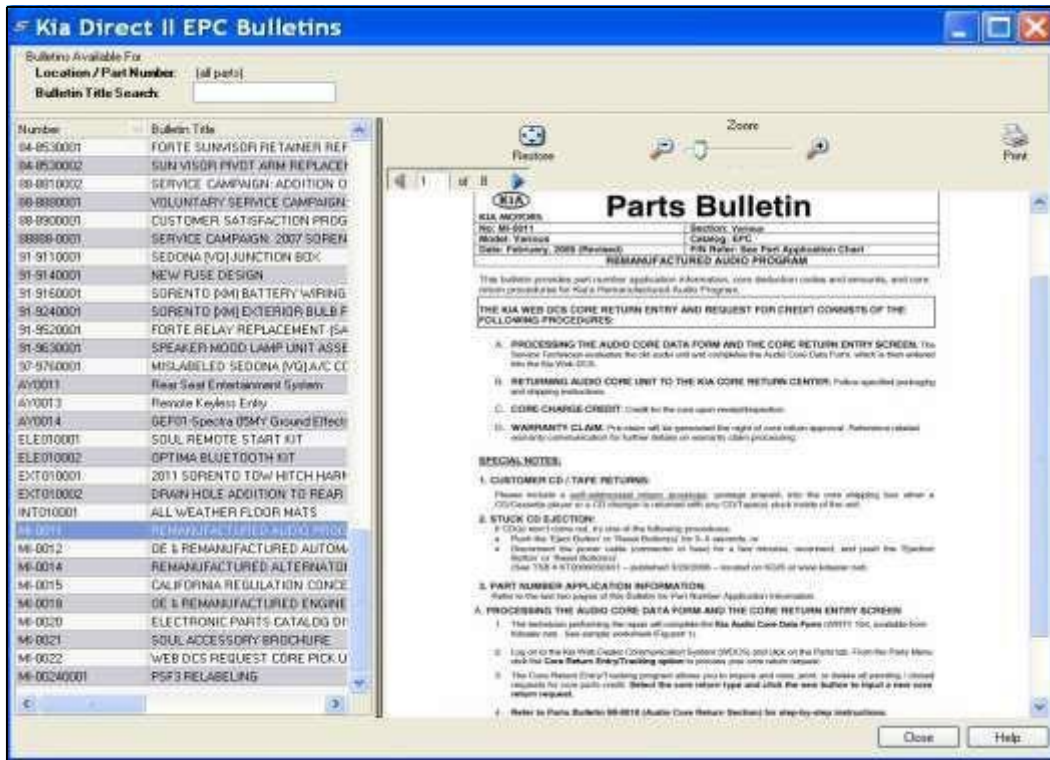
EPC – Parts Bulletin reference – Part detail

Callout	Part...	Description	Qty	From	To	Re...	Notes
37300A	37300 3C170	GENERATOR ASSY	1	10/30/2006	05/18/2007		
		▶ Bulletin Available...					
37300A	37300 3C210	GENERATOR ASSY	1	05/18/2007			5AT2wD, 3.8L-LAMBDA
		▶ Bulletin Available...					
37300A	37300 3C210	GENERATOR ASSY	1	07/03/2009			wGN LONG(7), 5AT2wD, 3.8L-LAMBDA (RR SEAT ENTERTAINMENT(INT)-DOM)
		▶ Bulletin Available...					

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 6 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

EPC – Parts Bulletin reference – Information > Bulletins




7.8.2 Replacing Component Assemblies (Reman/Minor)

The following components should be replaced as a complete assembly using Genuine Kia parts, fluids, and lubricants, unless directed by KUS to repair these components in a TSB, other Kia publications or if Kia remanufactured parts are available.

- 7.8.2.1 Brake Master Cylinder
- 7.8.2.2 Brake Caliper
- 7.8.2.3 Steering racks (Manual and Power) [PWA]
- 7.8.2.4 Steering gear [PWA]
- 7.8.2.5 Transfer Case Assembly (XM Sorento)
- 7.8.2.6 Transfer Case Assembly (BL Sorento – refer to TSB # TRANS022)
- 7.8.2.7 Reman alternator
- 7.8.2.8 Reman audio unit

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 7 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.8.2.9 Reman starter

7.8.2.10 Reman automatic transmission/transaxle assembly [PWA]

7.8.2.11 Reman A/C compressor *

7.8.2.12 Reman Engine short block [PWA]

7.8.2.13 Reman Engine [Long Block] sub-assembly [PWA]


7.8.2.14 Differential assemblies

* KUS TSB's (Climate -10, Climate -12) provides service part repair procedures for A/C Compressor (Disc & Hub, pulley, field coil) which must be replaced instead of a reman compressor assembly.

7.8.3 Serviceable Repair Parts

KUS's repair policy is to replace only parts/components that are defective. The correct procedure is to replace only the necessary service part and not replace a greater assembly. Claims that are submitted with assemblies (i.e.; drive shaft vs. center support bearing, grille assembly vs. grille gasket, cooling fan assembly vs. cooling fan blade, headlamp vs. H/L bulb, internal part vs. manual transmission assembly, etc.) when a lesser part will repair the condition are considered "over-repair".

Claims that involve incorrect parts ordering of an assembly when a service parts is available, replacement of an assembly when a lesser service part would repair the condition, or replacement of an assemble part to gain greater warranty coverage are subject to claim chargeback.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.8		Page 8 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.8.4 Engine Warranty Policy


Engine assemblies (short or long blocks) require techline **prior approval** and are covered under the Powertrain warranty period for a warrantable defect, if the customer meets the 10/100 coverage requirements.

Engine damage caused by engine overrun condition, abuse, damage due to racing, lack of maintenance, lack of or incorrect lubricants; overheated condition caused by lack of coolant or inoperative cooling fan or other components (thermostat, gaskets, seals, belts etc) not being repaired and resulting in additional damage that could be minimized is not covered.

7.8.5 Remanufactured Engine Repair/Replacement Policy

Effective 7/08/08 KUS policy is to install a Kia reman-engine assembly. The following is a guideline to determine if a short block or long block should be installed.


KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 9 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.8.6 Kia Reman Engine Repair /Replacement Reference Chart

Kia Reman Engine Repair /Replacement Reference Chart		
CONDITION	DAMAGED PARTS	Assembly
(1a) Engine Lower End Noise	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Cylinder block <input type="checkbox"/> Piston/Rings <input type="checkbox"/> Connecting rod <input type="checkbox"/> Crankshaft <input type="checkbox"/> Bearings (Connecting rod /main) Cylinder head and valve train components are required to be inspected for re-use; detailed description of the defect or malfunction is required for each component replaced.	Short block Techline PWA required
(1b) Engine Lower End Noise	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Cylinder block <input type="checkbox"/> Piston/Rings <input type="checkbox"/> Connecting rod <input type="checkbox"/> Crankshaft <input type="checkbox"/> Bearings (Connecting rod /main) 	Long block Techline PWA required
(2a) Oil consumption/ over heat condition	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Cylinder block <input type="checkbox"/> Piston/Rings Cylinder head and valve train components are required to be inspected for re-use; detailed description of the defect or malfunction is required for each component replaced.	Short block Techline PWA required
(2b) Oil consumption/ over heat condition	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Cylinder block <input type="checkbox"/> Piston/Rings <input type="checkbox"/> Cylinder head warpage or fracture 	Long block Techline PWA required
(2c) Oil consumption/ over heat condition	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Cylinder head warpage or fracture <input type="checkbox"/> Valve stem seals <input type="checkbox"/> Valve guides <input type="checkbox"/> Other valve train parts Cylinder head and valve train components are required to be inspected for re-use; detailed description of the defect or malfunction is required for each component replaced.	Cylinder head overhaul or replacement DPSM PWA may be required
(3) Engine Catastrophic failure	Damaged parts as needed <ul style="list-style-type: none"> <input type="checkbox"/> Piston/Rings <input type="checkbox"/> Bearings (Connecting rod /main) <input type="checkbox"/> Crankshaft <input type="checkbox"/> Cylinder block damaged beyond repair <input type="checkbox"/> Cylinder head damaged beyond repair- Requires replacement Cylinder head and valve train components are required to be inspected for re-use; detailed description of the defect or malfunction is required for each component replaced.	Long block or short block and cylinder head Techline PWA required

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 10 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	


Prior Work Authorization (PWA) from the DPSM is required if a reman assembly is not available from Kia and a new engine assembly is required.

The Causal Part number must be the part that caused the failure to occur. Refer to the hard copy of your RO for specific notes stating the cause of failure.

Uses of the examples below (engine related) are intended to assist the dealers in making a determination as to the correct causal part failure.

Engine Examples:

CONDITION	CAUSAL PART
Low/No compression	Piston Rings
High oil consumption	Valve stem seals
Noise- Crankshaft (end play)	Crankshaft
Noise- Connecting rod/ bearing	Connecting rod or bearing
Noise- Valve train damage	Valve, keeper, spring
Noise- Piston slap	Pistons
Noise- Crankshaft main bearings	Crank main bearings
Inoperative- Timing belt failure	Timing Belt / ICV
Low/no oil pressure	Oil pump
Overheated- water pump	Water pump
Overheated- head gasket	Head gasket
Overheated- other gasket/seal	List root cause part
Oil starvation	List root cause part

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.8		Page 11 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.8.7 Transmission Assembly

Transmission assemblies (manual and automatic) are covered under the Powertrain warranty period for a warrantable defect and require Techline **prior** approval. Transmission failures that are caused by abuse, neglect, racing, improper previous repair, lack of timely maintenance, use of incorrect lubricants, is not covered under warranty.

7.8.8 Remanufactured Automatic Transmission Policy (Prior Work Authorization)

Kia America automatic transmission replacement policy requires that all A/T units, (New or remanufactured), must be approved by your Techline prior to performing warranty repairs. The dealer must perform all A/T diagnostics as outlined in Kia publications and convey to the Techline the following information:

- 7.8.8.1 Description of the condition (hard 2-3 up shift etc)
- 7.8.8.2 Vehicle warranty status (mileage, in or out of warranty)
- 7.8.8.3 Customer situation (1st repair, etc.)
- 7.8.8.4 Vehicle repair & maintenance history information (services performed)
- 7.8.8.5 Conditions that may influence the warranty coverage (customer abuse, used car, previous repairs, etc.)
- 7.8.8.6 Extended Service Contracts (ESC) coverage


Techline will provide approval based on the vehicle condition.

7.8.9 Automatic Transmission Quality Control Analysis

Kia America, Inc. routinely conducts root cause investigations to determine the cause of component failures and to analyze factors that contribute to warranty replacement. The QC process includes all units' computerized testing, teardown & inspection of parts and on some unit's, installation & operation in an actual vehicle. This Quality Control process results in improved customer satisfaction by identifying product improvement countermeasures in design, manufacturing, assembly, storage, shipping, and vehicle servicing.

During the automatic transmission investigations, KUS has identified the following conditions that are related to vehicle servicing, operation, maintenance, and diagnosis/repair.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 12 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

- **Oil Cooler Contamination-** This condition is caused by not properly flushing the oil cooler of sediments and debris during the replacement of A/T units. For information regarding Kia Genuine Fluid for the A/T cooler flush kit please reference parts bulletin MI-0012.


- **Improper A/T Fluid or Fluid Contamination-** Kia customers are required to properly maintain their vehicle, which includes regular maintenance of the transmission and installation of the proper required ATF. Kia dealers are required to identify non-warranty conditions, (incorrect ATF etc.), and ensure that the proper A/T fluid is used during the maintenance and servicing of Kia vehicles. The proper ATF is listed in the Kia Global Information System (KGIS), or other Service and Parts Bulletins. *KUS does not recommend or endorse the power flushing process or using additives to A/T.*

- **Physical Damage-** The servicing of A/T units requires that the proper tools and equipment be used in the diagnosis, removal and installation. This requires that A/T jacks are used during the removal and installation of each unit and that care is taken in the storage and return process. Damage to the core unit during the servicing of the vehicle can result in loss of core reimbursement. Physical damage caused by the customer during the operation of the vehicle is a non-warranty condition. Repairs of this nature should be referred to the vehicle owner's insurance company or are customer pay repairs. Physical damage during the shipment of the A/T assembly to the dealer is not covered under warranty but is a parts transportation issue and your facing PDC must be contacted.

- **Disassembly of A/T Units-** The A/T cores are inspected and routinely tested prior to being remanufactured. Disassembled A/T units or units that are missing components, (such as torque converters, switches, harnesses, axle shipping plugs, oil line plugs, test plugs etc.), cannot be Quality Control tested. All A/T cores are to be returned without disassembly or core credit and claim payment will be forfeited.

- **Improper Storage or Return-** Remanufactured A/T units are shipped in a specially designed plastic shipping container that must be used to return the core to KUS or the Remanufacturing Center.
 - To avoid damage during the shipping of the unit, precautions need to be taken. The Torque Converter must be securely mounted to the transmission using the provided bolt and bracket. The A/T unit must be properly placed in the shipping container. The proper

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 13 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

returning of A/T cores is the responsibility of the dealer and is a condition to receiving A/T core credit.

- **Incorrect Shipment/Return**
 - (1) Incorrect shipment: A/T cores must be returned to the designated unit core return center. The cores returned to the wrong places will be returned to the designated core return center at the dealer's expense. (Refer to the KIA A/T DIAGNOSIS and CORE RETURN FORM printed at the time of A/T core return processing). *ALWAYS call 1-800-357-9199 for core return shipments.*
 - (2) Incorrect unit return: The exact unit removed from the vehicle and recorded on the A/T Diagnosis Worksheet must be returned to core return center.
 - (3) Return of Unused (never installed) A/T assemblies: New and reman A/T assemblies that are not installed/operated in a vehicle and are returned to the core return center, a claim chargeback will be issued and the unit returned to the dealer freight paid by the dealer.


- **Improper Diagnosis**- In the event that the customer condition is related to a shift condition, (late 2-3 up shift, shift flare, etc.), the vehicle engine performance should be evaluated during a test drive. Investigations have found that A/T units were replaced when the actual condition was caused by worn spark plugs or other engine performance issues. In addition, others components (TCM, ECM, wire harness, control cable, pulse generators, etc.) were the root cause but the A/T was replaced. The correct diagnosis procedures, (test drive, scan tool, A/T testing etc.), must be utilized before installing an A/T assembly. Improper diagnosis may result in warranty claim chargeback.

- **Improper Repair Process/Installation**- In the event that the technician improperly installs the ATM unit or related parts (axle shafts etc) and results in damage, or does not properly clear the adaptive memory codes and a 2nd unit is replaced, a chargeback will be issued.

Note: Do not attempt any repairs prior to shipping an A/T to the remanufacture.

KUS continues to make improvements in vehicle quality and quality improvements in Genuine Kia Parts to ensure that Kia owners have many trouble-free years of vehicle operation. To improve customer satisfaction, Kia dealers must demonstrate exceptional Genuine Kia Care in the servicing of Kia vehicles for warranty repairs, vehicle maintenance, or customer pay repairs.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 14 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.8.10 Current Automatic Transmission Publications

Refer to Kdealer.com and use KGIS for Technical Publications (TSB, Tech times).


7.8.11 Automatic Transmission and Transfer Case Fluids

For Automatic Transmission Fluid Application Guide refer to TSB Trans 046 posted to KGIS. This bulletin provides information relating to the correct automatic transmission fluids that are required for each Kia model. Refer to the shop manual on KGIS for the specific Kia model, then reference the Automatic Transaxle System/ Repair Procedures/ Inspection and Adjustment section for the correct ATF check/fill procedures.

NOTE: Automatic transmission fluid cannot be ordered via DCS. Ordering information can be found, online, at www.kiachemicals.com.

Caution: Use of the incorrect A/T fluid can result in damage to the transmission. Damage of this nature is not covered under warranty and may result in a chargeback being issued to the dealer for improper repair.

Note: Reman A/T assemblies are to be used for all warranty repairs on retailed vehicles (if reman are provided by KUS) and require Techline prior approval.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.8		Page 15 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	


7.8.12 On-Car A/T Repairs

Refer to kdealer.net click on the Service tab, Warranty, Labor Time Standard (LTS) Warranty Publications, Reference tab for a complete list of Kia approved AT transmission repairs.

7.8.13 Current Essential Tool List

- 7.8.13.1 Scan Tool
- 7.8.13.2 TCAE 123A (A/T Tester Pro). This tester is compatible with 98 and later vehicles (Except the 2005 Sorento 5-speed A/T).
- 7.8.13.3 Kia Diagnostic System (KDS)

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.8		Page 16 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.8.14 A/T Core Credit Deductions


MOBIS Parts America (MPA) may deny all or portions of the A/T [parts core credit](#) if:

- 7.8.14.1 A/T Cooler is not properly flushed causing the unit to fail
- 7.8.14.2 A/T component parts are missing or damaged beyond repair, including (but not limited to):
 - 7.8.14.2.1 Torque Converter
 - 7.8.14.2.2 Valve Body
 - 7.8.14.2.3 A/T Main case/Converter Housing
 - 7.8.14.2.4 Other miscellaneous parts
- o Missing/Illegible forms/documents or WDCS entries
- o Damaged torque converter in transit due to improper mounting
- o Shipped to an incorrect address or using a carrier other than YRC
- o Core is returned later than **15 days** after the core return form print date (KUS WILL ISSUE A WARRANTY CLAIM CHARGEBACK FOR LATE CORE RETURNS).
- o Core cannot be tested, properly inspected or remanufactured due to disassembly, and/or cannot be remanufactured due to damage from collision, fire, water, corrosion, etc.
- o Not shipped in the Kia Authorized Returnable container

Code	Description	Deduction Amt
DA	OIL PAN MISSING/DAMAGED	\$75.00
DB	VALVE BODY MISSING/DAMAGED	\$250.00
DC	TORQUE CONVERTER MISSING/DAMAGED	\$250.00
DD	MAINCASE/TC HOUSE DAMAGED	\$250.00
DE	UNSECURED TORQUE CONVERTER	\$75.00
DF	DISASSEMBLED CORE	\$150.00
DG	SEVERE DAMAGE/UNREPAIRABLE	\$1,000.00
DH	NON-RETURNABLE CORE	\$1,000.00
DK	NON-KIA SPG BOX/CONTAINER	\$1,000.00
DL	LATE CORE RETURN	\$100.00
DM	MISC PARTS MISSING/DAMAGE	\$75.00
DP	TOO MUCH FLUID IN CONTAINER	\$20.00
DR	INAPPROPRIATE PACKAGING	\$75.00
DS*	INCORRECT SHIP TO ADDRESS	\$150.00
DZ	LIFT GATE TRUCK SERVICE FEE	\$72.00
D1	CORE RETURN FORM MISSING	\$25.00
D2	CORE DATA FORM MISSING	\$25.00
D3	R/O (OR INVOICE) MISSING	\$25.00

NOTE: *The freight from the incorrect ship to address, to the correct ship to address

KIA SERVICE POLICIES AND PROCEDURES


	Section # 7.8		Page 17 of 17		Topic Component Replacement/Repair Policy
	Issue Date May 2009		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

Lost packaging forms, or A/T Cooler Flush must be ordered at the dealer's expense:

- Lost Packaging – including the Kia Authorized Returnable Container--Call Parts Hotline @ 800-542-5611
- A/T Diagnosis Worksheet (WRTY 127) download via www.KDealer.com
- Lost Cooler Flush – Order P/N UM990 CH001 via DCS Order Entry

If you have any questions, please contact the Parts Hotline at 1-800-542-5611. Note that all Parts Bulletins are available on www.KDealer.com

NOTE: *To process a warranty claim, or core credit return all information must be entered into the Core Return Entry/Inquiry screen, (located under the Parts menu), for all new or remanufactured Automatic Transmissions, Alternators, Starters, A/C Compressors, Audio units and Engines. Even if a new unit is installed on the vehicle the claim must be submitted through the Core Return Entry/Inquiry option.*

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.9		Page 1 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date December 2016		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	


7.9 Prior Work Authorization (PWA) - DPSM or KUS

KUS requires that the submission of certain warranty claims must be assigned Prior Work Authorization (PWA) from your DPSM. The PWA may require physical inspection of the vehicle condition prior to any repairs. The DPSM will make a case-by-case decision based on the vehicle condition, the reasons for the repair or the actual dealer repair that was performed.

KUS reserves the right to place additional PWA requirements on a dealer based on performance in customer satisfaction, warranty expense performance, dealer training performance or any other performance metric which identifies dealer performance or business practices in Service, Warranty or Parts with respect to national, regional or district performance standards which are established by KUS.

KUS reserves the right to deny or chargeback authorized/ PWA claims based on inaccurate or misrepresented vehicle or customer information, improper repair procedures, or failure to comply with Kia service or parts publications or instructions from KUS.

Issuance of a KUS PWA/ authorization number does not guarantee claim payment but is an approval to process a claim by KUS. A PWA claim is approved based upon information provided at the time of repair approval and does not preclude adherence to KUS Warranty Policies and Procedures.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.9		Page 2 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date December 2016		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

7.9.2 Dealer Self-Authorization Program

The Kia Dealer Self-Authorization (DSA) Program empowers qualifying dealers for the purposes of:

- Enhancing customer retention and brand loyalty by empowering dealers with the ability to assist customers “on the spot”;
- Providing dealers with consistent decision-making opportunities for all customers; and
- Improving claim submission and approval times.

There are currently two tiers of Dealer Self Authorization in place by KUS that are determined by Kia management to meet or exceed specific selection criteria as outlined below. You will be notified if your dealership has been approved for some level of self-authorization.


Eligibility for the Kia DSA Program shall be determined at Kia’s sole discretion with the ability to grant or revoke DSA status at any time, taking into consideration relevant factors including, but not limited to, the following selection criteria, with dealers being evaluated approximately every six (6) months and notified of any change in their qualification status:

- *KSI must meet or exceed KUS national average for a rolling 6-month period*
- *Standardized Cost Per Vehicle Serviced (SCPVS) must be less than or equal to national average for a rolling 6-month period*
- *Dealer must be approved by regional and/ or corporate management*

*Dealers with self-authorization status are able to submit warranty and Customer Goodwill Repair (CGR) claims to KUS without DPSM PWA issuance for certain repairs depending on their DSA level (**some limitations apply**).*

7.9.3 Non Self-Authorization Dealers

Dealers with no self-authorization status must obtain a PWA from their DPSM for all warranty repairs listed under the “Repairs That Require PWA” category outlined in Section 7.9.4 of this Manual (see specific section for more information). DPSMs will be required to be contacted prior to all repairs or participation for prior approval. The DPSM will review the repair documentation to ensure the completed work was necessary and met Kia's documentation and repair requirements.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.9		Page 3 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date April 2022		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

7.9.4 DSA Documentation Requirements for PWA's

All self-authorization dealers must keep a detailed *Kia Authorization Log* and all other appropriate substantiating documentation for regular review by the DPSM and/or the KUS Warranty Department as requested. Repairs which require a DPSM-issued PWA should also be carefully recorded on the dealer's *Kia Authorization Log*.

All warranty and goodwill repairs, whether authorized by the DPSM or the DSA Dealer Service Manager, must meet all documentation, repair, claim submission, parts retention, testing, and auditing requirements. The *Kia Authorization Log* can be found online at KDealer.com>Fixed Ops>Warranty>Warranty Forms>Dealer Self Authorization Log.


The PWA number should be written on the hard copy of the repair order and entered into the PWA field when submitting the claim on the Kia Web Dealer Communication System (DCS). Use PWA authorization numbers only when authorizing claims that require a PWA. If the PWA is provided by a DSA Dealer Service Manager, they must also sign the repair order and document the PWA number on the repair order.

7.9.5 Repairs That Require PWA by Tier

There are two tier levels of the Kia DSA Program providing greater dealer empowerment:

Tier 1- DSA Level A CAN Authorize:	DSA Level A CANNOT Authorize:
<ul style="list-style-type: none"> • Warrantable repairs over \$1500 • Straight time labor over 0.9 • Warrantable glass and soft trim over <ul style="list-style-type: none"> ○ \$250 • Warrantable paint repairs over \$800 • Towing over \$100 • Corrosion/Perforation repairs • Up to 5 days of rental-Daily rate depends on Market (See SPPM 6.11) • Control modules for engine, transmission or A/C (ECM, TCM, PCM, A/C module) • Customer Goodwill Repairs (CGR- G claim type) within established budget • Reman Automatic Transmission (ATM) Assembly, Reman Engine Short Block Assembly, Reman Engine (Long Block) Sub-Assembly. 	<ul style="list-style-type: none"> • Rental over 5 days • Claims past 30 days submission or resubmission • Service parts warranty (S claim type) • Customer reimbursements • Repairs on dealer in-stock "used or pre-owned" vehicles • Repeat repairs within 90 days • OE parts when reman part is available • Major Components as outlined in SPPM section 7.8 • High Voltage Battery (HVB)

KIA SERVICE POLICIES AND PROCEDURES


	Section # 7.9		Page 4 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date January 2020		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

NOTE: When a Self-Authorized Dealer (DSA A) submits a claim that requires a PWA the dealer's PWA# will be systematically generated by WebDCS. Claims that require DPSM approval will be routed to the DPSM for review.

Customer goodwill repair budgets are assigned to qualifying DSA Tier 1(DSA: A) dealers for a rolling 6-month period based upon the number of vehicles serviced by dealer. Qualifying Tier 1 or DSA Level A dealers have visibility to their customer goodwill repair budgets via the Service page on WebDCS (Service>GW Budget/Balance Info.) which provides the following information based upon goodwill claims submission for the period:

- DSA Goodwill Budget Amount
- DSA Goodwill \$\$ Spent
- DSA Goodwill \$\$ Committed
- DSA Goodwill \$\$ Available

Tier 2 DSA Level B CAN Authorize:	DSA Level B CANNOT Authorize:
<ul style="list-style-type: none"> • <u>Up to 3 days rental</u> -daily rate depends on market – see SPPM Section 6.11 	<ul style="list-style-type: none"> Rental over 3 days • Warrantable repairs over \$1500 • Straight time labor over 0.9 • Warrantable glass and soft trim over <ul style="list-style-type: none"> ○ \$250 • Warrantable paint repairs over \$800 • Towing over \$100 • Corrosion/Perforation repairs • Control modules for engine, transmission or A/C (ECM, TCM, PCM, A/C module) • Customer goodwill (G claim type) • Service parts warranty (S claim type) • Claims past 30 days submission/resubmission • Customer reimbursements • Repairs on dealer in-stock “used or pre-owned” vehicles • Repeat repairs within 90 days • OE parts when reman part is available • Major Components as outlined in SPPM section 7.8 • NOTE: Reman Short and Long Engines, Reman ATM, and High Voltage Battery require a Techline Warranty Authorization case.


KIA SERVICE POLICIES AND PROCEDURES					
	Section #7.9		Page 5 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date December 2016		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

All DSA dealers must continue to maintain a detailed Kia Authorization Log as described in Section 7.9.3 of this Manual. Any Customer Goodwill repair participation requested by a DSA Level A dealer on behalf of a customer that exceeds a DSA Level A dealer's customer goodwill repair budget must be authorized by a DPSM and a DPSM PWA provided.

Refer to the Rental PWA (Prior Work Authorization) Level chart listed below for a list of what can be authorized depending on your current DSA Tier level status (A or B).

Rental PWA Levels			
" Days	Reimbursement Amount (Based on location)	Sublet Type	Approval Required
1	Refer to SPPM 6.11	Refer to WCPM 2.2	DSA Tier One (DSA: A), Tier Two (DSA: B) or DPSM
2		Refer to WCPM 2.2	DSA Tier One (DSA: A), Tier Two (DSA: B) or DPSM
3		Refer to WCPM 2.2	DSA Tier One (DSA: A), Tier Two (DSA: B) or DPSM
4		Refer to WCPM 2.2	DSA Tier One (DSA: A) or DPSM
5		Refer to WCPM 2.2	DSA Tier One (DSA:A) or DPSM
6-8		Refer to WCPM 2.2	DPSM only
9-10*		Refer to WCPM 2.2	DPSM and RPSM
11+*		Refer to WCPM 2.2	DPSM, RPSM and National Warranty Manager

NOTE: The DPSM may also require a PWA for the submission of warranty claims on any repairs or replacements based on individual circumstances. Kia may revise Prior Work Authorization items with written notice to Kia dealers at any time.

KIA SERVICE POLICIES AND PROCEDURES					
	Section #7.9		Page 6 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date December 2016		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

Warranty Prior Work Authorization “Pre-Claims”

This is a revision to the Prior Work Authorization (PWA) process associated with certain repairs that require DPSM approval before warrantable repairs may be commenced.


Effective December 13, 2016, Kia dealers must submit Warranty Prior Work Authorization “Pre-Claims” via the WebDCS Warranty Claim Entry Inquiry screen for PWA review and approval by the Kia DPSM prior to completion of repairs.

This simplified process is designed to replace the current manual process of submitting PWA requests via email and/or phone call to the Kia DPSM.

The benefits of this new PWA process/system include:

- ✓ Standardization of the request method across all regions and dealers
- ✓ Streamlining PWA requests by eliminating the multiple channels (email, phone, local forms) and creating the single online portal in WebDCS
- ✓ Improved speed of decision making to enhance customer service
- ✓ Improved claim processing and review procedures supporting Fix Right First Time initiatives

For a complete understanding of the Kia PWA policy, please refer KDealer.com/Fixed Ops/Warranty Information Library.

KIA SERVICE POLICIES AND PROCEDURES					
	Section #7.9		Page 7 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date April 2022		
	() New	X Partial Revision	() Complete Revision	() No Changes	


Techline Warranty Authorization Program

Kia America has a Techline Warranty Authorization Program which centralizes repair assistance and the warranty claim approval processes for both automatic transmission assemblies (ATM) beginning 7/16/14 the replacement of engine short and long blocks beginning 10/5/15 and high voltage battery (HVB) beginning 1/17/2020.

Kia dealers who do not have Tier 1 or DSA Level A self-authorization privileges must create a Warranty Authorization case in the Techline (TL) system to request warranty authorization **before** replacing an automatic transmission, engine, or **high voltage battery assembly (HVB - all DSA levels)**.

The program requirements are listed below:

- *All DSA "A" dealers are not required to request a Techline Warranty Authorization for engine short block, long block, and automatic transmission assemblies.*
- *For all other dealers:*
 - DSA "B" dealers must create a TL Warranty Authorization request and the case must be approved **PRIOR** to ordering parts or performing the following repairs for A/T assembly and Engine replacement.
 - This policy includes all W and certain R and V type claims for ATM assembly, engine, and high voltage battery replacement. *The vehicle and repair must be covered under the Basic or Powertrain limited warranty or under an applicable campaign as defined in the Kia Service Policies and Procedures.*
 - A remanufactured part must be used for all retailed vehicles.
 - Customer Goodwill Repairs (CGR) require DPSM prior approval and a TL Warranty Authorization case is NOT required.
 - Any corresponding TSB repair procedures (ATF temperature sensor, inhibitor switch, etc.) must be performed instead of replacing the ATM.
 - The Service Technician performing the repair is required to validate vehicle warranty prior to opening a TL Warranty Authorization case.
 - All warranty claims must be submitted using the correct labor op code, parts, etc., or the claim will be returned for correction.
 - The claim will suspend for Warranty Department review after submission.

KIA SERVICE POLICIES AND PROCEDURES					
	Section #7.9		Page 8 of 8		Topic Prior Work Authorization (PWA)-DPSM or KUS
	Issue Date September 2005		Revision Date January 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

Step 1: Dealer is required to perform WebDCS Warranty Coverage verification at the time of vehicle write up.

Step 2: Perform automatic transmission, engine diagnostics or high voltage battery diagnostics as outlined in the Kia Shop Manual, TSBs or other Kia Service publications.


Step 3: If a transmission, engine, or high voltage battery replacement is required, the technician is required to systematically validate warranty coverage prior to opening a Techline case for warranty authorization. Once the warranty coverage is validated the tech will proceed with the Warranty Authorization Case providing the vehicle information (RO#, Clm #, Mileage, etc.), describe the problem and the diagnostics performed, and populate all identified (*) required fields.

Note: The technician will not be able to create a case for authorization unless warranty is systematically validated.

Step 4: Techline may request further diagnostic steps be taken to validate the repair being considered and request pictures of certain items be attached to the Techline case for agent review.

Final Step: Techline agents will review TL Warranty Authorization cases on a daily basis and action the claims (approve or deny) accordingly.

NOTE: DPSM PWA Authorization does NOT supersede or bypass Techline Warranty Authorization for replacement of ATM, High voltage battery, and/or engine short or long block assemblies. Engine, Transmission, and High Voltage Battery claims WITHOUT Techline Warranty Authorization prior to repairs can be denied.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.10		Page 1 of 1		Topic Warranty Repair Marketing or Solicitation
	Issue Date September 2005		Revision Date May 2009		
	<input type="radio"/> New	<input type="radio"/> Partial Revision	<input type="radio"/> Complete Revision	<input checked="" type="radio"/> No Changes	

7.10 Warranty Repair Marketing or Solicitation


The Kia New Vehicle Limited Warranties covers defects in material and workmanship when the customer presents their vehicle to a Kia dealer during the warranty period.

The marketing of warranty repairs as a vehicle is close to warranty expiration is prohibited. Kia dealers or marketing companies contracted by the dealer, may not solicit (direct mail, phone telemarketing, emails, or advertisements) warranty repairs or corrections outlined in Kia publications (TSB's, Technician Times, Warranty Bulletins , Parts Bulletins etc.) or promote the "selling " of warranty repairs.

Warranty claims that are the result of dealer marketing or solicitation practices may be subject to chargeback.

Kia dealers should implement a customer follow up process for Service Campaigns, Recall campaigns or special-order parts (SOP) ordered from a previous customer service requests.

Kia dealer's parts and service marketing effects should be directed to improving customer pay business, increasing market share of vehicle service business (tires replacement, quick lube, routine services like alignment, timing belts, A/T services, etc.) by targeting specific promotions to include maintenance service reminders, seasonal service specials (spring coolant change, etc.), or other marketing plans to build owner retention.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.11		Page 1 of 1		Topic Terminated Dealer Claim Requirements
	Issue Date September 2005		Revision Date May 2009		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.11 Defective New Parts


The policy for defective new parts is as follows:

- **Part Not Installed On A Vehicle**

- New parts received from the PDC that are damaged, concealed loss or parts missing from an invoice/shipper are not to be submitted on a Kia warranty claim. These situations are to be reviewed with your facing PDC and are covered in the Kia Parts Policies and Procedures Manual.
- New parts found to be defective in material or workmanship before vehicle installation is to be returned to the PDC and the procedures are covered in the Kia Parts Policies and Procedures Manual.
- New parts that are mis-packaged, mis-labeled, parts received in error or EPC errors are to be returned to the PDC upon approval.
- These types of conditions are a PDC material return/claim and are not to be submitted as a Kia warranty claim or a claim chargeback will be issued.

- **Part Installed On A Vehicle**

- New parts found to be defective upon installation or after installation should be submitted as a normal warranty claim.
- A new repair order must be generated with the new RO open date, RO close date and vehicle mileage.
- The original repair order number, installation date must be cross-referenced on the new repair order.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.12		Page 1 of 1		Topic Terminated Dealer Claim Requirements
	Issue Date September 2005		Revision Date May 2009		
	<input type="radio"/> New	<input type="radio"/> Partial Revision	<input type="radio"/> Complete Revision	<input checked="" type="radio"/> No Changes	

7.12 Terminated Dealer Claim Requirements

Terminated dealers will not be eligible to perform warranty repairs on any Kia vehicle, effective at the close of business on the official day of termination.


All warranty reimbursement activities must be completed no more than 30-days from the official termination of a dealer's *Kia Sales and Service Dealer Agreement*.

The dealer has 30-days from the termination date to resolve any outstanding warranty issues. All claims must be submitted, corrected and any MPRs and core parts must be returned within the termination date.

Run an open RO report and receivable schedule and send it to your DPSM.

All claims must meet Kia Service Policies and Procedure requirement outlined in this manual or other Kia publications.

The dealer is responsible for retaining service and parts personnel, Web DCS access, and service publications needed to finalize warranty claim submission.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.13		Page 1 of 5		Topic Customer Goodwill
	Issue Date September 2005		Revision Date Sept. 2016		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.13 Customer Goodwill

Customer Goodwill is intended to promote customer satisfaction, Kia brand loyalty and generate repeat Kia vehicle sales. There are 2 different types of Customer Goodwill: Customer Goodwill Repairs (CGR) and Customer Goodwill Assistance (CGA).


- CGR is used for vehicle repairs that are no longer covered under the New Vehicle Limited Warranty or any other applicable Kia warranties because the vehicle's age or mileage exceeds the warranty period or the cause of the repair performed is not warrantable (goodwill repair within the warranty period).
- CGA is used for unique and various customer situations that may require goodwill to assist with customer satisfaction (goodwill for non-repair actions such as the purchase of an accessory).

In both types of goodwill, each customer situation shall be evaluated for consideration on a case-by-case basis by either the Kia dealer (if self-authorizing in accordance with Section 7.9 of this Manual), DPSM or Kia Consumer Assistance Representative prior to the start of the repair. Customer Goodwill Repairs and/or Customer Goodwill Assistance are discretionary and are not warranty obligations.

All goodwill repairs made to Kia vehicles either within or beyond the normal warranty parameters for time and mileage will be reimbursed at warranty cost (parts, labor and parts handling). The same reimbursement criteria exists for all partials and splits, with customers and dealers contributing to the negotiated amount based on the total warranty cost for the repair (see Section 7.13.2 of this Manual, Customer Goodwill Participation).

Goodwill coverage cannot be applied to a vehicle which has an applicable warranty for the specific repair(s). Utilizing goodwill claims to circumvent warranty policy and/or coverage is strictly prohibited and may lead to the claim being adjusted or denied by KUS. Please see WCPM for specific goodwill processing instructions to ensure all goodwill claims are coded correctly for reporting and review purposes.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.13		Page 2 of 5		Topic Customer Goodwill
	Issue Date September 2005		Revision Date April 2022		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	


7.13.1 Customer Goodwill Decision Making

Goodwill may be offered when a Kia vehicle distributed by KUS is not meeting customer expectations due to unique circumstances with a vehicle condition or situation. Goodwill is intended to promote increased customer satisfaction and owner loyalty to the Kia brand. Prior to providing goodwill, it is important that the customer's situation is thoroughly researched. Every situation is unique and should be evaluated comprehensively on a case by case basis when determining if customer goodwill should be provided. Several factors to consider may include, but are not limited to:

- The number of months and mileage out of warranty
- The physical condition of the vehicle
- The vehicle maintenance history
- The cost of the repair
- The original vehicle purchaser
- The customer repair history
- The previous or current vehicle owner
- The customer expectation of participation
- The number of Kia vehicles owned by the customer
- The customer retaining their vehicle
- **The vehicle exhibits a concern related to a previously performed Safety Recall or Service Campaign**

7.13.2 Customer Goodwill Participation

The Dealer Service Manager should assess the customer's unique situation and determine the appropriate level of participation by the customer, the Kia dealer, and KUS for the purposes of retaining a customer and preserving a positive ownership experience leading to increased brand loyalty. When making customer goodwill decisions or recommendations depending upon the dealer's DSA status, dealers should consider that the customer is not only Kia's customer, but is also the dealership's customer in the service department and sales department for potential future Kia vehicle purchases.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.13		Page 3 of 5		Topic Customer Goodwill
	Issue Date September 2005		Revision Date Sept. 2016		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

The following are examples of different types of cost-sharing scenarios involving customer goodwill to be reimbursed at warranty cost as outlined on Page 1 of this section, which may be appropriate or combined depending upon the unique circumstances involved and the participation levels of the customer, the Kia dealer and KUS:

- 100% of parts only
- 100% of labor only
- A shared percentage of parts and labor
- Parts at dealer net only
- Major part only


It is important that Kia dealership personnel work to reinforce a positive relationship with the customer when making customer goodwill offers because the utilization of goodwill encourages on-the-spot resolution and increases the likelihood of satisfied customers. This can only be achieved through the effective empowerment of dealership employees who have day-to-day contact with the customer. Dealers are urged to train and empower their staff within the goodwill guidelines provided by KUS.

This can be done by taking the following steps:

- Ensuring the customer is aware that the repairs and/or funds being offered by the dealership or KUS represent a gesture of goodwill and **this is documented on the Repair Order** (versus an obligation or entitlement under the terms of an applicable warranty) Explaining to the customer that he or she was originally responsible for the cost of the repair and the reasons why so that they understand the significance of the goodwill gesture

All KUS or dealer-approved customer goodwill offers MUST be documented on the original repair order as outlined in Section 7.13.5 below. In the event that DSA dealers do not use the authority as intended or misuse goodwill, all Dealer Self-Authorization privileges may be withdrawn.

KIA SERVICE POLICIES AND PROCEDURES


	Section # 7.13		Page 4 of 5		Topic Customer Goodwill
	Issue Date September 2005		Revision Date Sept. 2016		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.13.3 Ineligible Customer Goodwill Repairs (CGR)

The following types of repairs or circumstances are not eligible for CGR:

- Claims/repairs related to accidents, fires, or road hazards
- Claims/repairs that have been submitted for payment under warranty or Extended Service Policy agreements (ESP), breakdown insurance or other similar plan and were rejected
- Reimbursement for deductible amounts (e.g., ESP deductibles)
- Consequential or subsequent damage caused by lack of maintenance, misuse, abuse or other outside influences or factors
- Repeat repairs or repairs necessary as the result of a previous dealership or body shop repair
- Non-warranty repairs for dealer employees or Kia employees or dependents of either
- Any dealer owned vehicles (including used vehicles in dealer stock or independent used vehicle retailers)
- Vehicles that have already had two or more prior Customer Goodwill Repairs (a repair visit is defined as each time a vehicle is dropped off at the repairing dealership for repair(s) and returned to the customer)
- Vehicles with branded titles or warranty restrictions
- Vehicles in Taxi, Livery, Shuttle, Commuter and/or Rental agency use
- Repairs to Non-Kia Vehicles or repairs resulting from Non-Kia/Aftermarket Parts
- Maintenance items (e.g., oil changes, tune-up, tires, etc.)
- Refunds for emergency and non-emergency outside repairs
- Stand-alone costs and/or expenses associated for rental vehicles for customer use
- Consequential damages including commercial loss, lost wages, loss of perishables, etc.

NOTE: Some of the above ineligible repairs may be authorized by Consumer Assistance Representatives ONLY on a case-by-case basis.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.13		Page 5 of 5		Topic Customer Goodwill
	Issue Date September 2005		Revision Date Sept. 2016		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.13.4 Customer Goodwill Assistance (CGA)


Customer Goodwill Assistance (CGA) requests or any situations not applicable to CGR (goodwill for non-repair actions such as the purchase of an accessory, for example) should be referred to the Kia Consumer Assistance Center at 800.333.4Kia (4542) and/or the DPSM for consideration. CGA cannot be approved by dealers, regardless of self-authorization privileges.

7.13.5 Customer Goodwill – Claim Requirements

The following items are required for Customer Goodwill Repairs (**GCR**) claims processing and submission:

- Repair and/or KUS participation must be approved by the DPSM or Kia Consumer Assistance Representative PRIOR to the start of the repair (unless Kia dealer is self- authorizing in accordance with Section 7.9 of this Manual)
- All repair orders (RO) with applicable Customer Goodwill Repairs must be documented to advise the customer that the repairs were provided as goodwill, the goodwill authorization date and number (the hard copy should include the name of the person who authorized the repair(s), the date, and what was authorized)
- All Customer Goodwill Repair (CGR) claims must be submitted as Claim Type G
- All Customer Goodwill Repair (CGR) claim parts must be retained in accordance with Section 13.0 of this manual
- Customer Goodwill Repair (CGR) claim comments must include a summary of the basis of the customer goodwill decision listed in 7.13.1 (e.g., vehicle mileage out of warranty, customer vehicle maintenance history, vehicle ownership history, etc.) and the participation of all parties (e.g., dealer participation, KUS participation and customer participation)

KUS reserves the right to disallow or chargeback a Customer Goodwill Repair (CGR) claim on the basis of inaccurate or misrepresented vehicle information, improper repair procedures, or failure to comply with these or other warranty claim submission standards.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.14		Page 1 of 2		Topic Customer Reimbursement
	Issue Date September 2005		Revision Date January 2013		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.14 Customer Reimbursement Policy and Procedures

To further ensure customer satisfaction with Kia vehicles, Kia dealers may be involved in a customer reimbursement for a repair incorrectly charged to a customer or a special consideration.

In the event that a Kia vehicle becomes inoperable and requires repairs covered normally under warranty, a non-Kia dealer may perform the repair if; an authorized Kia dealership is not readily available due to geographic proximity or if an urgent repair was necessary and was performed outside of the Kia dealership's business hours.

The guidelines for determining Customer Reimbursement eligibility are the following; (1) the condition would be covered under the New Vehicle Limited Warranty (2) the customer situation/request is after the repair (3) the special consideration is a one-time case-by-case decision made by KUS.


The following examples are:

- Emergency repair/ part replacement on weekends or holidays
- [Temporary substitute transportation expenses incurred by the customer](#)
- Customer paid the dealer "out-of-pocket" for repairs that would normally be covered under the Kia Limited Warranty

[When presented with a customer reimbursement scenario, the Kia dealer should do the following:](#)

- [Reimburse the customer for all reasonable costs related to the repair upon customer request.](#)
- [Collect all invoices, repair order\(s\), receipt\(s\), etc., that support the repair and or substitute transportation expense incurred by the customer.](#)
- [All supporting documents must be attached to the repair order and submitted with the warranty claim for reimbursement.](#)
- [All explanations of charges to support reimbursement must be included in the claim notes.](#)

All service requirements not limited to warranty documentation, parts retention, and claim submission practices apply.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.14		Page 2 of 2		Topic Customer Reimbursement
	Issue Date September 2005		Revision Date January 2013		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	


REPAIR ORDER PROCEDURES:

1. Repair order (RO) and Customer information - the dealer should complete an RO with the appropriate VIN, mileage, customer name, address, phone #, etc.
2. The repair condition should be documented as follows:

Example:

- “Reimbursement for Sunday radiator cap replacement at “enter non-Kia service provider per invoice” for “\$00.00”.
- “Customer paid for alternate transportation out of pocket due to... (enter reason customer incurred expense)”.

For claim submission procedures refer to section 2.11 of the Warranty Claims Processing Manual (WCPM) for details.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.15		Page 1 of 2		Topic Speedometer Odometer Servicing & Replacement
	Issue Date September 2005		Revision Date May 2009		
	<input type="radio"/> New	<input type="radio"/> Partial Revision	<input type="radio"/> Complete Revision	<input checked="" type="radio"/> No Changes	

7.15 Speedometer/Odometer Servicing/Replacement

Kia America, Inc. has developed a procedure that will allow the vehicle mileage to be preset on a replacement speedometer/odometer or I/P cluster.

If a speedometer fails within the Kia Basic Warranty period, Kia's policy is to recalibrate the new speedometer with the vehicle mileage at the time of failure replacement.

Many states now require that only preset speedometer/odometers be installed. The following explains the warranty claim procedure for recalibrating the odometer.

Many states have certified or approved repair facilities that are authorized to reset speedometer mileage. Dealer may use a state approved speedometer facility to reset Kia speedometer/odometer mileage for warranty repairs.


In the event that an approved facility is not in your local area, the following company handles resetting speedometer/odometer mileage for other OEM's and Kia.

A copy of the repair order and a purchase order must be sent with the new speedometer or I/P cluster to:

Palo Alto Speedometer, Inc.
718 Emerson Street
Palo Alto, California 94301-2410
Phone: (650) 323-0243
Fax: (650) 323-4632
www.paspeedo.com

Turnaround time is between one to four days, depending upon the speedometer.


KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.15		Page 2 of 2		Topic Speedometer Odometer Servicing & Replacement
	Issue Date September 2005		Revision Date March 2011		
	<input type="radio"/> New	<input type="radio"/> Partial Revision	<input type="radio"/> Complete Revision	<input checked="" type="radio"/> No Changes	

Warranty Claim Submission Procedures:

- Claim type 'W' Basic Warranty.
- Use the recalibrated mileage on the claim.
- Use the Speedometer Assy., R&R or the Instrumental Cluster Assy., R&R as the primary Labor Operation code from the LTSCD.
- Create a labor operation from the primary labor op code replacing the last two digits of the labor operation code with a **"ZZ"**
- Charge out the replacement part and list the speedometer or the instrumental cluster as the causal part number and a quantity of one for replacement.
- Enter Sublet Code X1 in the Sublet field
- Charge out the sublet dollar amount at dealer net.
- Enter the sublet invoice#.

Note: Submit as one claim and include the parts, labor AND sublet charges.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.16		Page 1 of 8		Topic Audio System(SIRIUS® Satellite Radio Replacement)
	Issue Date September 2005		Revision Date March 2011		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.16 Audio System Replacement Policies and Procedures

The Kia New Vehicle Limited Warranty covers audio system equipment for 36 months from the warranty start date or 36,000 miles whichever occurs first.

7.16.1 Remanufactured Audio Units

Remanufactured units must be used for all warranty repairs, with the exception of repairs to new unsold vehicles, and when remanufactured units are not available from your Kia PDC.

Do not install remanufactured audio components into new vehicles.

UNIT REMOVAL:

- Components must not be separated. Example: If a CD player/changer or ETR is inoperative, do not separate the CD player/changer and ETR.
- All brackets and wiring harnesses should be left intact.


REMAN UNIT ORDERING:

- The Kia Parts Distribution Center (PDC) will stock and ship all remanufactured audio components.
- **Refer to Parts Bulletin 91-961 0005 – Audio and Navigation (AVN) Direct Exchange Program Parts Return Request Update** which provides step-by-step instructions on how to order AVN parts and how to return used AVN cores or unused AVN parts under this new Direct Exchange Program beginning August 17, 2015.

REMAN UNIT RETURN:

- The inoperative audio component must be returned, or the claim will be charged back.
- If you have any questions regarding the AVN Direct Exchange Program, please contact the MPA Parts hotline at (800) 542-5611.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.16		Page 2 of 8		Topic Audio System(SIRIUS ® Satellite Radio Replacement
	Issue Date September 2005		Revision Date March 2011		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

- Refer to section 13.1 Warranty Parts Return for specific details.
- If an inoperative audio component is not returned as requested within 15 days, the warranty claim will be charged back.
- In the event that an audio component is returned and found to be not warrantable (units damaged by misuse, abuse, out of warranty, modified, or not shipped in specialized foam-packed carton), the audio component will be returned to the dealer and the claim will be charged back, including the original credit for the remanufactured audio component, mark-up, labor, and freight.

7.16.2 Dealers Audio Diagnosis and Precautions

DO NOT ATTEMPT ANY TYPE OF REPAIR ON AUDIO COMPONENTS.

KIA AUDIO CORE DATA FORM (WRTY 104)


- The Kia audio core data form must be completed and included with a copy of the RO to receive core credit.

STUCK CD REMOVAL PROCEDURES

- (1) Unplug the audio fuse.
 - (2) Plug the audio fuse back in.
 - (3) Press the CD eject button.
- Or
- (1) Unplug the audio's power cable from the audio unit.
 - (2) Plug the power cable back into the audio unit.
 - (3) Press the CD eject button.

If the above procedures do not eject the CD from the audio unit, return the unit to the remanufacturing center as listed in Parts Bulletin 6680-0012. Please include addressed envelope in the shipping box with the core. The envelope should be able to fit and protect the CD while in transit and be addressed to either the customer or your place of business. Once the CD is removed at the remanufacturing center, the CD will be returned in the provided envelope.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.16		Page 3 of 8		Topic Audio System(SIRIUS ® Satellite Radio Replacement
	Issue Date September 2005		Revision Date March 2011		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

Note that both Kia its remanufacturing center do not track individual audio units and are not able to provide a specific date the jammed CD will be retrieved and or returned.

Note: If the audio is damaged and/or partially dissembled in an attempt to retrieve the CD, the core charge will be forfeited.


If you have any questions, please contact the MPA Parts Hotline at 1-800-542-5611

DEALER AUDIO PRECAUTIONS:

- If the dealership believes that the damage is the customer's responsibility, the dealership should discuss the matter with the customer.
- Customer-caused damage is not warrantable. Please do not ship audio components that have customer-caused damages.

REMAN AUDIO CLAIM PROCEDURES:

- Use the part number for the original inoperative audio component as the causal part number.
- Use the Labor operation listed in theLTS.
- Do not use the remanufactured part number as a causal part number unless a remanufactured audio component actually is inoperative.
- Any audio units which a dealer has attempted to repair will be subject to warranty charge back.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.16		Page 4 of 8		Topic Audio System(SIRIUS ® Satellite Radio Replacement
	Issue Date September 2005		Revision Date March 2011		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

WHAT IS NOT COVERED

- Misdiagnosis
- Geographic areas where the radio signal is blocked
- Customer abuse or damage
- Upgrading the OE unit with a reman unit (The reman replacement unit must match the original OE model/features as the reman unit)
- Units damaged by theft, fire, flood or physical damage

7.16.3 Consumer Audio Maintenance Responsibility


To avoid the unnecessary replacement of audio units, please ensure that Kia owners are informed about the proper care of their cassette tape or CD player.

- A tape or CD player that is not cleaned regularly is subject to reduced sound quality, ruining the cassette/CD or damaging the mechanism.
- Cassette tapes or CDs that are not properly stored in their plastic cases away from contaminants, direct sunlight, and extreme heat may not operate properly and could cause premature failure of the tape/CD player.
- Cassettes & CDs are subject to wear, and the sound quality may degrade over time. Always verify that the cassette tape or CD is in good condition and that the tape or CD player is clean.
- The tape or CD player should be cleaned after every 20 hours of use to provide optimum performance.
- If a reduction in sound quality, hissing, popping, or any other noise is noticed, regardless of when the tape or CD player was last cleaned, a known good cassette tape/CD should be played to see if the tape/CD or tape/CD player is at fault. If the second cassette tape/CD results in no improvement in sound quality, try cleaning the tape/CD player. Proper tape/CD cleaning should be done with a cleaning cassette/CD. Follow the instructions with the cleaning cassette/CD to properly clean the tape/CD player.

Cleaning cassettes/CDs are available in most stores that sell audio products.

- Use of C-120 tapes may result in damage to the tape and/or the cassette player.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.16		Page 5 of 8		Topic Audio System(SIRIUS ® Satellite Radio Replacement
	Issue Date September 2005		Revision Date March 2011		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

- Cassette/CD cleaning is a customer maintenance responsibility and is not covered under the terms of the Kia warranties.


7.16.4 Remanufactured Components – Cores

Cores must be Return or retain according to core return form print out.

Best Practices:

- Review parts/core return procedures with new dealer personnel
- Return or retain according to core return form print out (All reports must be printed daily by the dealer).
- Designate a dedicated location for all core/parts involved in this procedure
- Weekly - review and investigate all core parts that have not been returned to KUS.
- Involve the parts department and warranty administrator in managing core/parts returns.
- Review Dealer Parts Return Receiving Inquiry screen from the Service menu for pending parts return request. For specific information regarding this function refer to for WCPM Section 4.4.

Note: Core charges and core credit apply to reman parts only.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.16		Page 6 of 8		Topic Audio System(SIRIUS® Satellite Radio Replacement)
	Issue Date September 2005		Revision Date March 2011		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.16.5 Factory-installed SIRIUS® Satellite Radio

Beginning with 2009 MY, the following Kia vehicles feature factory-installed SIRIUS® Satellite Radio.

- Amanti
- Borrego
- Optima
- Rio
- Rondo
- Sedona
- Sportage

Note: Sorento or Spectra 2009 MY. are not equipped with SIRIUS® Satellite Radio.

Beginning 2010 MY all Kia vehicles feature factory-installed SIRIUS® Satellite Radio.

Factory Activated SIRIUS® Satellite Radio Service:

SIRIUS® and Kia America have provided a 3-month complimentary subscription to the customer from the retail sale or RDR date. The radio is factory activated, which means the service is on when the vehicle arrives at the Kia dealer.

SIRIUS® Satellite Radio Service is not available in Alaska (AK) or Hawaii (HI).

Extending the SIRIUS® service beyond the 3 month complimentary period:

The 3-month complimentary SIRIUS® Satellite Radio service can be extended anytime from vehicle sale through end of the 3-month complimentary period so the customer can continue to enjoy the service.

The dealer sales person is encouraged to assist the customer to extend the 3-month complimentary SIRIUS® service at time of sale, by calling SIRIUS® Dealer Support at 1-888-465-8528 and follows the prompts to reach a SIRIUS® representative.


Also, the customer can extend the 3-month complimentary SIRIUS® service by calling SIRIUS® Customer Care at 866-516-6222 or 888-539-SIRI (7474).

To extend the subscription the Electronic Serial Number (ESN 12-digit number) is required.

How to Retrieve Electronic Serial Number (ESN):

While in SIRIUS® (SAT) mode, rotate the TUNE/ENTER knob to channel 0, then press the TUNE/ENTER knob. The ESN will display. No audio will be heard with

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.16		Page 7 of 8		Topic Audio System(SIRIUS® Satellite Radio Replacement)
	Issue Date September 2005		Revision Date March 2011		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

channel 0 selected. Refer to TSB KT2008071101 (posted to Kdealer.net/KGIS) for further details.

Warranty Coverage: The warranty coverage for all Kia audio equipment is 3 years or 36,000 miles, whichever, occurs first.

Reman Audio Core Entry Procedures:

SIRIUS® Satellite Radio (new or reman) units are part of the Small Core Program. All claims must be submitted through the Core Return Entry/Inquiry screen, and must be returned or retained according to core return print out. Reference the Warranty Claims Processing Manual Section 2. for claim entry procedures.


Replacement Units: New OE parts conditions:

- a. New OE parts *must be used* for vehicles in dealer inventory that are not retailed. (Once the vehicle is retailed a reman part must be used).
- b. New OE parts can be used when there is no reman part available in the Kia reman parts program.

The warranty radios will play SIRIUS® Satellite Radio channel 184 only. The dealer must call SIRIUS® Dealer Support at 1-888-465-8528 and request an “ESN swap.” This means they will transfer the Old/New units on the customer’s account. Note that the old unit will be deactivated to 184 only. To perform the ESN swap, the Electronic Serial Number (ESN 12-digit number) of the old and new radio is required. Record both ESN numbers on the RO prior to calling SIRIUS®.

Kdealer.com is now updated with SIRIUS® Satellite Radio support information for Sales, Service & Parts

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.16		Page 8 of 8		Topic Audio System(SIRI US® Satellite Radio Replacement
	Issue Date September 2005		Revision Date August 2012		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

How to Find More Sirius® Information:


Kdealer.com contains SIRIUS® Satellite Radio support information for Sales, Service & Parts.

There are several ways to access this important resource. Simply follow the instructions below and you and your dealers will be able to access key information you need to know to support SIRIUS® in Kia vehicles. The Kdealer.net consists of a PowerPoint file, and included are details on SIRIUS® radio operation, subscriptions, sales support, Extended Play, contact information, FAQs, & troubleshooting. There is information pertaining to ALL Kia SIRIUS®-equipped radio/vehicle models, and a reminder that a short video snippet for the Borrego SIRIUS® radio is also posted on kdealer.net, under the Borrego section.

1. Log in to: www.kdealer.com
2. Click on either of the Executive, Sales, Service, or Parts tabs
3. Select the flashing icon "SIRIUS Satellite Radio Information for Sales, Service & Parts Personnel" within the home page (of either tab)

OR

1. Log in to: www.kdealer.com
2. Select the "Training" link in the left-hand menu bar
3. Click on "Product Info"

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.17 Rear Seat Entertainment (RSE) System

7.17.1 AUDIOVOX RSE (Units are out of Warranty)

AUDIOVOX - Direct Exchange Program:

Some 2004-2005 model years Sedona (GQ) and 2006 Sorento (BL) are equipped with AUDIOVOX RSE-DVD system.

To place an order call 1-800-667-5176 Monday - Friday 8:30AM - 5:00 PM EST

AUDIOVOX Electronics Corporation
150 Marcus Blvd.
Hauppauge, NY 11725

MOBIS Parts America (MPA)

Fax (949) 655-1731

Phone: (877) 662-4771

2006-2009 model year Sedona Vans with non-Luxury Package, port installed option (AV) are equipped with the RSE DVD system supplied by MOBIS Parts.


MOBIS units are side load with an 8" screen and are a direct exchange.

2006-2009 Sedona Port Installed MOBIS RSE DVD part number application chart:

Direct Exchange			
MY Year	Part Number	Description	Production Date Range
2006 - 2009	P8511 4D000CS	(Non-Sunroof Models only) Beige	10/31/06 to 2009
	P8511 4D000KS	(Non-Sunroof Models only) Gray	
	P8513 4D090	Remote Control	
	P8513 4D0A0	Wireless Headphones* 12/12 Warranty Coverage	
	P8512 4D230	FM Modulator	

* Note: battery coverage 12/12

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	



MOBIS Parts America
 Fax (949) 655-1731 Date: _____

RSE (Rear Seat Entertainment) - Warranty Claim Form Direct Exchange

Dealer Information

Dealer Name:	Dealer Code:
Address:	Contact Name:
City, State & Zip:	Telephone #:
Email Address:	Fax #:

RO#	VIN	In Service Date	Failure Date	Mileage	Mobis Part #	Qty
					(P8511-4D000 - KS = Gray)	
					(P8511-4D000 - CS = Beige)	
					(P8513-4D090) Remote Control	
					(P8513-4D0A0) Wireless Headphone	
					(P8512-4D230) FM Modulator	


MOBIS Sedona RSE unit MY 2006-2009, 8" screen DVD loads in the side and is a direct exchange unit.

Customer Complaint:
Dealer Diagnosis:

Note: Form must be completed in its entirety. Please include a copy of this warranty claim with returned part. Replacement will be sent via Fed Ex Ground with return Fed Ex label. If MPLA receives product back and deems customer abuse or non-defect in material and workmanship, dealer will be notified and MPLA will charge back all applicable fees to dealership. Toll Free (877) 662-4771.

(WRTY134 Rev. 7/12)

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.17.2 Borrego (HM 2009) (MOBIS-Factory Installed Coverage 3/36)


Order through PDC	
Part Number	Description
96565 2J000J7	Rear Monitor-RSE Unit- Beige
96565 2J000H9	Rear Monitor-RSE Unit- Gray or Black
96565 2J100J7	Rear Monitor-RSE Unit- Beige
96565 2J100H9	Rear Monitor-RSE Unit- Gray or Black
96570 2J500	RSE Control Inst. panel
96545 2J000	Keyboard –RSE (Rear Center Console)
96569 2J600	Remote Control Unit-RSE
96569 2J700	Wireless Headset -RSE*

*Note: battery coverage 12/12

7.17.3 Sorento (XM 2011~2013) (MOBIS-Factory Installed Coverage 3/36)

Order through PDC	
Part Number	Description
96570 1U500	RSE Control Inst. panel
96565 1U500H9	Rear Monitor-RSE Unit- Gray or Black
96565 1U500J7	Rear Monitor-RSE Unit- Beige
96569 1U550	Remote Control Unit-RSE
96569 2J700	Wireless Headset –RSE *

* Note: battery coverage 12/12

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.17.4 Delphi RSE-Sedona (VQ 2006-2012) (Delphi-Factory Installed Coverage3/36)

Delphi RSE units are DIRECT REPAIR through TECHNI-CAR and should not be ordered through the PDC for warranty purposes. Download the form from [Kdealer.net/Service/Warranty/LTS/Warranty Publications/Forms WRTY137](http://Kdealer.net/Service/Warranty/LTS/Warranty%20Publications/Forms%20WRTY137).

Repair Procedures - Remove and send unit to the TECHNI-CAR. Submit the cost of the repair on a warranty claim as "X1" Sublet.


TECHNI-CAR
450 Commerce Blvd
Oldsmar, FL 34677

Contact number is: 1-800-886-0022

2006-2012 model years Sedona's (VQ) are equipped with the RSE DVD system supplied by Delphi. **Delphi units are front load with a 9" screen.** Sedona EX model with the Premium Entertainment Package, accessory code PE or Luxury Package, accessory code LC are equipped with the factory Delphi RSE DVD unit.



KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

2006-2012 Sedona factory installed RSE DVD part number application chart:

Delphi Direct Repair				
Model	Year	Interior Color	Part Number	Production Date Range
Sedona	2006 - 2009	Gray	96563 4D100QW	10/01/06 to 11/08/06
		Beige	96563 4D100TW	
Sedona	2006 - 2007	Gray	96563 4D101QW	11/08/06 to 06/01/07
		Beige	96563 4D101TW	
	2006 - 2012	Beige or Gray	96563 4D102QW	06/01/07 to 2012
		Gray	96563 4D102TW	06/01/07 to 2012
Beige	96563 4D602QW	06/01/07 to 2012		

2006-2012 Sedona RSE Delphi component part number application chart:

Order through PDC	
Part Number	Description
P8513 4D0A0	Wireless Headset Assembly *
96567 4D000	Wireless DVD Remote Assembly

* Note: battery coverage 12/12



KIA RSE DELPHI REPAIR FORM

TO EXPEDITE, ALL FIELDS MUST BE COMPLETED

DEALER INFORMATION		
Dealer Name:	Date:	Dealer Code:
Address:	Dealer Phone #:	
City:	State:	Ordered By:
Zip:		
Department:		


CUSTOMER INFORMATION		
Customer Name:	PIC#	
Vehicle Year:	Make:	Model:
P.O.#		
Date Needed:		
Give complete details of the complaint:		
Comments:		

Please include this form with all Delphi RSE factory installed units (Sedona VQ 2006-2012) and submit to Techni-Car, Inc. / Electro-Sound, Inc.

450 Commerce Blvd
Oldsmar, FL 34677
1-800-888-0022

WRTY137 Revised 7/9/12 Delphi repair form (TECHNI-CAR, INC.)

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.17		Page 1 of 6		Topic Rear Seat Entertainment (RSE) System (3/36 Warranty Coverage)
	Issue Date September 2005		Revision Date August 2012		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.17.5 Motrex Rear Seat Entertainment System (RSE)

Dealers will order Kia RSE part numbers by placing the order on the normal stock order in WebDCS. Kia WebDCS will separate and send all drop ship RSE part number orders to Motrex America (Motrex). Motrex will dropship Kia RSE parts as ordered and inform KUS of the shipment. KUS will invoice dealers for the dealer net and any core deposit assigned.

Included with certain ordered parts will be a return label with pre-printed shipping address and pre-paid freight. When the used RSE core is removed from the customer vehicle, please use the replacement part box and enclosed return label to ship the core back to Motrex.

Part Number	Description	Core Deposit
A9965-AP010	Monitor Assy	\$1,390
A9965-AP010R	Monitor Assy Reman	\$1,390
A9965-AP110	DVD Player Assy	\$790
A9965-AP110R	DVD Player Assy Reman	\$790
A9965-AP200	Switching Box	\$100
A9965-AP200R	Switching Box Reman	\$100
A9965-AP400	Bluetooth Headphones	\$390


Core deposit inquiries (including questions about core deposit deductions) contact **Parts Helpdesk** through the [Parts Portal](#) or by calling **(800) 542-5611**. **Any contests regarding core deductions must be made within (2) business days after notification of the credit/core deposit deduction.**

WARNING: Kia America may deny all or portions of your parts core credit upon failure to follow proper return procedures. *Note that debits may be issued at different times both before and/or after core deposit is refunded.*

7.17.6 Navigation Systems- Garmin Navigation System

The Garmin navigation system is a direct exchange with Garmin. For warranty coverage and other questions contact;

Garmin USA, Inc.
 1200 East 151st Street
 Olathe, Kansas 66062
 Customer support (800) 800-1020
 Dealer Technical Support (866) 295-7753

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.18		Page 1 of 5		Topic Trained Technician/Claim Payment Program
	Issue Date September 2005		Revision Date November 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.18 Trained Technician/Claim Payment Program

KUS has implemented a multi-phased Trained Technician Claim Edit which requires that only Kia trained technicians perform warranty repairs in specific repair categories. A vital component of Kia's customer satisfaction improvement plan is improving the Fixed-Right-First Time (FRFT) customer repair process by having a Kia trained technician perform any necessary repairs in order to assure that the customer concern has been remedied.

Kia dealers, in coordination with their DPSM, should establish and implement a dealer training plan for completion of the Web-Based and Instructor Led Courses to ensure compliance with the Trained Technician Claim Edit. Trained Technician Claim Edits are in effect at the time of repair (RO Open Date).

Please consult KiaUniversity.com and/or your DPSM for more information and to ensure your dealership has technicians trained in the specific categories listed below.

These repair categories will be reviewed by nightly batch processing:


- 7.18.1 Pre-Delivery Inspection
- 7.18.2 Air Conditioning
- 7.18.3 Automatic Transmission
- 7.18.4 Electrical
- 7.18.5 Electrical System
- 7.18.6 Engine Management/KDS
- 7.18.7 Engine Mechanical
- 7.18.8 Evaporative System
- 7.18.9 Hybrid Vehicles
- 7.18.10 Electric Vehicles (EVs)

KUS will allow a grace period to complete the KU training as shown below:

New Dealers will have **6 months** from the dealer activation date to complete all required training (Web-Based Courses and Instructor-Led Courses).


For newly added courses, all dealers have **6 months** from course activation date to complete Instructor-Led Courses.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.18		Page 2 of 5		Topic Trained Technician/Claim Payment Program
	Issue Date September 2005		Revision Date November 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Course Code	Repair Group	Launch Date
7.18.1 Pre-Delivery Inspection		
TEC-01-063-1 (Web)	Kia Vehicle Inspection & Delivery (KVID) App Course & Test OR Kia Vehicle Inspection & Delivery (KVID) App Course & Test	July 28, 2017
TEC-01-153-1 (Web)		September 2, 2021
TEC-01-149-1 (Web)	Intro to KDS Course & Test	June 2, 2021
TEC-01-141-1 (Web)	Kia Technician Tools and Resources Micro learning	May 21, 2021
7.18.2 Air Conditioning		
TEC-PRO-MAH	Using the Mahle A/C Machine Micro learning	May 2, 2019
TEC-01-073-1 (Web)	Intro to Kia Climate Control Course & Test	March 2, 2021
TEC-03-046-1 (ILC)	Kia Climate Control Diagnosis Course	January 14 2014
7.18.3 Automatic Transmission		
TEC-01-148-1 (Web)	Intro to Kia Automatic Transaxles Course & Test	June 2, 2021
TEC-03-063-1 (ILC)	Kia Automatic Transaxle Diagnosis I	February 1, 2020
TEC-03-064-1 (ILC)	Kia Automatic Transaxle Diagnosis II	February 1, 2020
7.18.4 Electrical		
TEC-03-039-1 (ILC)	Body Network Diagnosis Course	January 28, 2011
7.18.5 Electrical System		
TEC-01-004-1 (Web)	Intro to Kia Automotive Electrical Course & Test	December 7, 2010
TEC-01-007-1 (Web)	Intro to Kia Circuit Diagram Analysis Course & Test	
TEC-03-017-1 (ILC)	Automotive Electrical Diagnosis Course	January 28, 2011
7.18.6 Engine Management/KDS		
TEC-01-144-1 (Web)	Intro to Engine Management Systems Course & Test	May 21, 2021
TEC-01-145-1 (Web)	Intro to OBD-II Course & Test	May 21, 2021
TEC-01-149-1 (Web)	Intro to KDS Course & Test	June 2, 2021
TEC-03-028-1 (ILC)	Engine Management Systems I Course	January 28, 2011
TEC-03-036-1 (ILC)	Engine Management Systems II Course	January 03, 2011
TEC-03-059-1 (ILC)	Kia Diagnostic Tools Course	October 1, 2018
7.18.7 Engine Mechanical		
TEC-01-015-1 (Web)	Intro to Engine Mechanical Diagnosis Course & Test	December 7, 2010
TEC-03-033-1 (ILC)	Engine Mechanical Diagnosis Course	January 28, 2011
TEC-01-143-1 (Web)	Intro to Turbochargers & GDI Course & Test	May 21, 2021
7.18.8 Evaporative System		
TEC-03-030-1 (ILC)	Kia Evaporative Systems Diagnosis Course	January 28, 2011

* Some pre-requisite courses may apply before completion. Please review the Kia University Catalog for details or contact your DPSM.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.18		Page 3 of 5		Topic Trained Technician/Claim Payment Program
	Issue Date September 2005		Revision Date February 2022		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

7.18.9 High Voltage (EV/Hybrid/PHEV)

There are unique High Voltage service procedures, Special Service Tools, Personal Protective Equipment (PPE), and service training requirements that must be employed for safe and effective hybrid vehicle repair. All High Voltage warranty repairs must be completed by High Voltage trained Service Technicians.

EV Dealers are required to have 2 active Service Technicians complete the following:

- vILT: High Voltage Technologies 1 (TEC-06-015-1)
AND
- ILC: High Voltage Technologies 2 (TEC-03-066-1)

- OR**
- ILC: Hybrid Technology (TEC-03-057-1)
AND
- ILC: EV Technology (TEC-03-060-1)


Prerequisites:

- Web: Intro to Kia Electric Vehicles (TEC-01-068-1)
- Web: Intro to Kia Hybrid Vehicles (TEC-01-142-1)
- ILC: Kia Diagnostic Tools (TEC-03-059-1)
- ILC: Automotive Electrical Diagnosis (TEC-03-017-1)

Course Code	High Voltage Repair Group	Launch Date
TEC-06-015-1 (vILT) AND TEC-03-066-1 (ILC)	High Voltage Technologies 1 AND High Voltage Technologies 2	March 2, 2022 AND March 2, 2022
OR TEC-03-057-1 (ILC) AND TEC-03-060-1 (ILC)	OR Hybrid Technology Course AND EV Technology Course (ILC)	OR June 1, 2018 AND July 1, 2019

“High Voltage” training replaces separate Hybrid and EV training. Technicians who already completed **both** Hybrid Technology and EV Technology are not required to take High Voltage Technologies 1 & 2. Certified EV Technicians who did not take the Hybrid Technology course must complete **both** High Voltage Technologies 1 & 2 to retain their EV certification.


KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.18		Page 4 of 5		Topic Trained Technician/Claim Payment Program
	Issue Date September 2005		Revision Date February 2022		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.18.10 EV6 Pre-Delivery Inspection

In addition to requirements outlined in 7.18.1 (Pre-Delivery Inspection), Kia Technicians must complete EV6 Technical Highlights.

Course Code	EV6 Pre-Delivery Inspection Repair Group	Launch Date
TEC-01-139-1	EV6 Technical Highlights	December 2, 2021

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.19		Page 1 of 2		Topic Causal Parts Requirements
	Issue Date September 2005		Revision Date May 2009		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.19 Causal Part Requirements

In Kia's ongoing challenge to increase vehicle quality, Kia is working on identifying potential product concerns more quickly. Kia uses the information provided on warranty claims, specifically the causal part number, to identify these concerns and address them with the appropriate correction (TSB, Parts Bulletin, etc.).

In order to accomplish Kia's goals to increase product quality, Kia is requesting your assistance. There is a rise in the number of claims submitted with the incorrect causal part. The causal part should be the part that caused the failure.

- The short block, engine assembly (sub assy.), fluids, wiring harness repair kit parts, MUST be submitted with the root cause part number as the causal part number. A claim with the causal part number of the engine assembly and or short block i.e., will be blocked at time of claim entry.
- Direct exchange units -DVD Quantity must be "0". Refer to SPPM Section 7.17 RSE (Rear Seat Entertainment) DVD System for specific guidelines.


Three On-Line edits codes have been added to identify incorrect causal part number use.

On-Line Error Messages:

- Part Not allowed as Causal Part (For engine blocks, fluids, wiring harness repair kitparts).
- Part Not allowed on Warranty Claim (For 30 LB Freon UM040 CH015, Wiring Harness Repair Kit TKL04 A0000).
- Part Quantity must be 0. Direct Exchange. (For RSE Parts)

These are on-line edits and the system will not allow the claim to be processed using the above examples. If you cannot make a determination at time of claim entry the claim can be saved using the "Save" tab. Claims saved in error, will be stored to your Warranty Claim Entry and Inquiry screen in "Hold" status. Claims in "Hold" status are not picked up by the Kia nightly batch processing system, and can be retrieved for correction and submission or deleted.

KIA SERVICE POLICIES AND PROCEDURES


	Section # 7.19		Page 2 of 2		Topic Causal Parts Requirements
	Issue Date September 2005		Revision Date May 2009		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

The Causal Part number must be the part that caused the failure to occur. Refer to the hard copy of your RO for specific notes stating the cause of failure.

Uses of the examples below (engine related) are intended to assist the dealers in making a determination as to the correct causal part failure.

Engine Examples:

CONDITION	CAUSAL PART
Low/No compression	Piston Rings
High oil consumption	Valve stem seals
Noise- Crankshaft (end play)	Crankshaft
Noise- Connecting rod/ bearing	Connecting rod or bearing
Noise- Valve train damage	Valve, keeper, spring
Noise- Piston slap	Pistons
Noise- Crankshaft main bearings	Crank main bearings
Inoperative- Timing belt failure	Timing Belt
Low/no oil pressure	Oil pump
Overheated- water pump	Water pump
Overheated- head gasket	Head gasket
Overheated-other gasket/seal	List root cause part
Oil starvation	List root cause part

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.20		Page 1 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date April 2020		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.20 Battery Claim Policy and Procedures

This section covers the battery warranty coverage for OE (Original Equipment) and Genuine Kia replacement batteries supplied directly from Interstate Battery Systems of America for the Genuine Kia battery program. This warranty coverage is not applicable for Interstate batteries that are not purchased through the Kia Battery program (i.e. MOBIS or KUS). For claim processing procedures please see section 2 of the Warranty Claims Processing Manual.

To verify the proper battery coverage run the Warranty Coverage Validation in WebDCS.

7.20.1 Battery Warranty Coverage - Original Equipment (OE)


Original Equipment

The original equipment battery is defined as the “first replacement” and is covered for 3 years or 36K miles, whichever occurs first. KUS will provide complete reimbursement to the dealer, 100% of Kia Genuine replacement battery cost, and 100% of labor for the OE battery replacement during this time.

7.20.2 Replacement Kia Battery Warranty

This warranty applies only to Kia Genuine replacement batteries purchased from and installed by and authorized Kia Dealer in the United States. Kia Genuine replacement batteries are provided to the dealer by Interstate Battery System of America, Inc. Kia Genuine replacement batteries are covered by a limited warranty for the period of 36 months from the date of installation, regardless of mileage. KUS will reimburse the dealer for 100% of labor. The battery will be covered through direct exchange between Interstate Battery Systems and the Kia dealer.

OTC - Over-the-counter sales 36/Unlimited Interstate EXCHANGE ONLY- No labor.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.20		Page 3 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date July 2022		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input checked="" type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.20.3 Electrical Diagnostic Requirements and Procedures Kia Smart Battery Tester (B2Q)

The Kia Smart Battery Tester -B2Q diagnostic tool must be used for ALL claims processed for battery repairs; the B2Q test must be performed utilizing the VIN scan function of the vehicle barcode, a “Full System” test must be completed. The KUS system will not accept claims without a B2Q “Full System (ICE)” test code.


Dealers are required to maintain vehicles in dealer inventory by charging batteries on a routine basis. Discharged batteries must not be replaced, they should be fully charged.

The B2Q tester will auto transmit results for warranty claim submission. If for any reason the B2Q test cannot be completed, such as physical damage or leakage, a photo is required with a complete explanation of the condition. A copy of the RO hard copy with the explanation and photo will be required for claim submission.

If there is a no start condition the battery test must be performed with the B2Q tester. If a mechanical condition is the reason for replacement a B2Q test is still required.

Follow these steps to ensure proper diagnosis results:

1. Perform the B2Q the required test with the battery in the vehicle.
2. If a battery fails the test, and B2Q testers will output a **unique** 12-digit encrypted **TEST ID**, which will be required to submit a warranty claim.
3. If the test does not produce a code, the test was not performed properly, or the test was not fully completed. Rerun the test.
4. In the case of a leaking battery a photo is required.
5. The printed code and test results must be attached to your shop copy of the repair order, or the repair order could be subject to chargeback.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.20		Page 4 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date July 2022		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

In a case where the B2Q test shows no problem or the replacement is due to other conditions, make sure the required **B2Q (Full System Test – ICE models)** was performed and fully completed. If the code indicates ‘No Problem’ and the battery was replaced, KUS will require supporting documents before a claim can be submitted through Web DCS. See section 2 of the Warranty Claim Processing Manual for claim submission instruction.

- All battery claims are to be submitted as a stand-alone claim and cannot be combined with any other repairs the B2Q failed code is required at time of claim submission.

Batteries should be available for DPSM inspection for the 30-day retention period.

Do not return batteries to the Kia Warranty Parts Return Center or the PDC.

All local laws, regulations and safety preventions should be followed.

Note: The dealer will provide the defective battery to Interstate for a replacement battery. The old battery must list the RO number (black felt tip marker is best) at the time of battery pick up by Interstate or KUS. KUS reserves the right to conduct testing on batteries paid under the Kia battery warranty.


7.20.4 Battery Claim Chargeback/Disallowance

Claims may be denied or disallowed for the following deficiencies:

- Battery purchases do not support claims
- Battery tested outside of vehicle (use of a remote battery)
- Incorrect Cold Cranking Amps input (CCA) used to test battery
- Battery tested “Good” (non-defective)
- Claims not supported by the required B2Q (**Full System Test-ICE models**) data transmission

7.20.5 Battery Handling Safety

Refer to Interstate Battery Safety and Handling Manual.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.20		Page 5 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date July 2022		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.20.6 IN-Stock Vehicle Battery Maintenance

All appropriate dealership Parts, Service and Sales personnel need to be aware of this policy change.


Vehicles that are stored for an extended period (30 days or more) may develop a discharged or permanently damaged battery due to cold and hot temperatures.

To prevent extremely discharged batteries, disconnect the negative battery cable on vehicles stored for more than 30 days.

Regular **monthly battery maintenance** must be performed by dealers to stored vehicles in sales/storage lots to ensure proper state of charge and adequate battery life for the customer. A vehicle battery that is not adequately maintained during dealer storage can result in reduced battery life for customers.

1. The dealerships have 7 days from vehicle arrival at your facility to check the condition of the batteries. If a battery defect is identified submit a warranty claim with proper supporting evidence of battery recharge.
2. Beginning on the 8th day following vehicle arrival at your facility the dealership is responsible for all battery maintenance.
3. Ongoing, regular **battery maintenance** must be performed by dealerships to stored vehicles to ensure proper state of charge and adequate battery life.
4. Battery should be tested with the B2Q Battery Tester and appropriate action taken based on result (**Full System Test – ICE models**).
5. Jump starting a discharged battery during vehicle storage does not return the battery to its full state of charge and as such is not a covered repair under the Kia warranty.
6. All in-stock vehicles - Kia does not provide warranty coverage for discharged and/or failed batteries due to lack of proper maintenance.
7. Batteries damaged during storage are the dealer's responsibility and are not covered under the Kia warranty.
8. The Kia In-Stock Vehicle Maintenance Inspections are to be conducted via the KVID application.


KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.20		Page 6 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date July 2022		
	() New	(X) Partial Revision	() Complete Revision	() No Changes	

BATTERY MAINTENANCE SCHEDULE

Interval	Procedure	Warranty Coverage
Required: Within 7 days of vehicle delivery to the dealership	Perform Inspection of battery state of charge using the Kia Smart Battery Tester . Take action based on the following result: GOOD BATTERY – No action required (covered under PDI unless recharge or replace). FAIR CONDITION – Run engine for 15 minutes at idle & loads off. CHARGE & RETEST – Charge with 20a battery charger for 2hrs and Retest. REPLACE BATTERY – Replace battery Perform Inspection of battery state of charge using the Kia Smart Battery Tester . Take action based on the following result: GOOD BATTERY – No action required (covered under PDI unless recharge or replace). <i>*Warranty Claims submitted and paid that do not have the required battery test results are subject to chargeback.</i>	Yes
Required: Every 30 days stored in Dealer Storage Lot	<u>Start and run engine 15 minutes at idle with headlamps ON.</u> Battery test is not required at 30 days, however if the vehicle is difficult to start, perform a battery test (Low voltage). Kdealer>KVID>In-Stock Vehicle Maintenance>Identify vehicles that need vehicle lot maintenance. (Next Maintenance Due/Days Overdue/Last Maintenance Done) If storing the vehicle for any period longer than 30 days; remove the Power Save Fuse from the fuse box, turn the Memory Fuse Switch to the OFF position or set the battery mode to 'shipping mode'.	No
Required: At 3 Months stored in Dealer Lot	Perform inspection of battery state of charge using the Kia Smart Battery Tester . Take action based upon the following result: GOOD BATTERY – No action required (covered under PDI unless recharge or replace). FAIR CONDITION – Run engine for 15 minutes at idle & loads off. CHARGE & RETEST – Charge with 20a battery charger for 2hrs and Retest REPLACE BATTERY – Replace battery Perform inspection of battery state of charge using the Kia Smart Battery Tester . Take action based upon the following result: GOOD BATTERY – No action required (covered under PDI unless recharge or replace).	No
Required: 24 hrs. Prior to customer Delivery	Perform inspection of battery state of charge using the Kia Smart Battery Tester . Take action based upon the following result: GOOD BATTERY – No action required (covered under PDI unless recharge or replace). FAIR CONDITION – Run engine for 15 minutes at idle & loads off. CHARGE & RETEST – Charge with 20a battery charger for 2hrs and retest. REPLACE BATTERY – Replace battery	No

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.20		Page 7 of 7		Topic Battery Claim Policy and Procedures (OEM & Replacement)
	Issue Date September 2005		Revision Date May 2021		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

NOTE: For in-stock vehicles a photo of the B2Q test result(s) must be taken and stored in the 'In-stock vehicle maintenance record'.

Reference: Kia Vehicle Inspection & Delivery (KVID) Users Guide listed on KDealer.com under the Techline tab or TSB SST-055 located in KGIS.

Battery Storing & Handling

- **Off of Vehicle Storing**

Batteries should be stored in cool, dry (27 degrees Celsius / 80 degrees Fahrenheit) places and out of direct sunlight.

Batteries are tightly sealed to prevent acid leakage. However, tilting the battery to an angle of 45 degrees can cause acid to leak through the vents on the sides. Therefore, batteries should always be stored in their upright positions. Prevent placing any aqueous or solid (i.e. conductors) bodies on top of the battery. It is extremely dangerous to use tools, such as hammers, on the battery terminals when connecting cables to the mounted battery.

- **On the Vehicle Handling**

If storing the vehicle for any period longer than 30 days, remove the Power Save Fuse from the fuse box or turn the Memory Fuse Switch to the OFF position.

Batteries on vehicles stored 30 days or more must be maintained by the dealer to prevent battery damage or discharge.


Batteries replaced on new in-stock vehicles are the responsibility of the dealer. Dealer must maintain batteries to avoid damage or discharge.

Kia Vehicle In-Stock Vehicle Maintenance Information

Reference: Kia Vehicle Inspection & Delivery (KVID) Users Guide listed on kdealer.com under the Techline tab or TSB SST-055 located in

The Dealer New Vehicle Pre-Delivery Inspection and Owner Delivery folder can be ordered through Archway at 866-542-6268 from 8:00 a.m. to 8:00 p.m. (EST)

KIA SERVICE POLICIES AND PROCEDURES

	Section 7.21		Page 1 of 3		Topic Vehicle Maintenance – Non Recommended Services
	Issue Date November 2008		Revision Date May 2009		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.21 Vehicle Maintenance and Non Recommended Services

Consumers purchase Kia vehicles for their value, styling and industry-leading warranty coverage. In turn our owners expect their Kia dealers to provide maintenance and services based on the vehicle manufacturer’s recommendations.


After the sale, each Kia dealer has the opportunity to retain their customers for future parts and service business which can result in long term owner retention and ultimately earning their repeat new vehicle business. Establishing maintenance and repair pricing that is competitive with local Aftermarket entities demonstrates the Kia **value promise** and reduces the perception that dealership service is too expensive.

Promoting the maintenance requirements as specified by Kia, helps build trust and confidence in your dealership while ensuring that customers perceive their cost of ownership to be a **value** and are assured their warranty coverage remains intact.

Kia engineers have conducted comprehensive testing in the development of the Kia vehicles and have established the vehicles “Required Maintenance Schedules” to support their performance and durability. Failure to follow the required maintenance schedules, using non Kia authorized fluids / oils or not using Genuine Kia original equipment parts and accessories may result in vehicle breakdowns, premature failure of major components and possible voiding of the Kia warranty.

The Kia Owner’s Manual and related publications specify the required maintenance schedules, fluids / oil specifications, tire sizes, associated maintenance and repair precautions that provide the necessary information which assists Kia owners in their proper maintenance practices while keeping the cost of ownership competitive.

KIA SERVICE POLICIES AND PROCEDURES

	Section 7.21		Page 2 of 3		Topic Vehicle Maintenance – Non Recommended Services
	Issue Date November 2008		Revision Date May 2009		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

Non Kia Recommended Services and Products

Performing non-Kia recommended services on our vehicles can have adverse consequences while providing little if any appreciable benefits to our customers. Providing non recommended aftermarket additives/conditioners, products and services that includes flushing lubricating and hydraulic fluids, increases vehicle maintenance expenses and the overall cost of ownership while possibly reducing dealer’s opportunities to perform required vehicle maintenance.

Examples:

- Engine Oil Additives and Flushes
- Transmission Fluid Additives / Conditioners and Flushes
- Power Steering Fluid Additives and Flushes

7.21.1 Nitrogen Tire Fill - This service appears to add little if any appreciable value to Kia customers. Tires should be filled with dry compressed air using the specifications listed on the left door plate or in the Kia Owner’s Manual. Dry compressed air already contains approximately 80 percent nitrogen.


7.21.2 Engine Flushing - May cause and/or contribute to engine failures and any expense to repair engine components following such non recommended flushes would not be covered by the Kia warranty.

7.21.3 Fuel Injection (Induction) Cleaning / Flushing - This not a Kia recommended or required maintenance procedure. It should be used only in cases where injectors or injection system is operational but due to unusual circumstances have actually been found to be contaminated. If a vehicle is experiencing a fuel injector malfunction, the fuel delivery system should be diagnosed and repaired following factory recommended procedures.

7.21.4 Brake Fluid Flush - This is an unnecessary maintenance procedure. Brake fluid should be replaced during brake system repairs or as recommended in the Kia Owner’s Manual.

7.21.5 Scheduled Maintenance Intervals - The Kia Owner’s Manual identifies “normal” and “severe” maintenance schedules: Recommending oil changes or other maintenance services at more frequent intervals is not necessary and increases the cost of Kia ownership. The “normal” maintenance schedule is applicable to most Kia vehicle use in the United States.

KIA SERVICE POLICIES AND PROCEDURES

	Section 7.21		Page 3 of 3		Topic Vehicle Maintenance – Non Recommended Services
	Issue Date November 2008		Revision Date May 2009		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	


Customer maintenance service is primarily lost by dealers to quick oil change businesses, tire service centers and chain discount outlets located conveniently to customer homes and work. Eliminating unnecessary oil changes, and earning your customers trust and confidence will help keep Kia customers coming back to your dealership for required scheduled maintenance services usually at least twice per year. In addition, unnecessary oil changes create more hazardous waste material and deplete our natural resources. Customers recognize and respect our “Green” efforts.

- Automatic Transmission Flushing Machines (Power Flush)** – Kia provides a aerosol flush product for flushing the transmission cooler during transmission replacements. The use of cleaners, conditioners, additives, blended or “Universal” ATF or solvents as part of a machine or performance tool flush process is not necessary or recommended by Kia.

The use of these non-Kia recommended products or machine flushing may affect transmission shift quality. The effect of such would not be considered a warrantable repair. Transmission fluid replacement (not flushing) should be recommended only at the mileage intervals specified in the Kia Owner's Manual.

- Engine Cooling System Flushing** – Kia does not recommend the use of cooling system flush equipment and servicing Kia engine coolant does not require special tools or equipment. Genuine Kia Coolant must be used in the drain & refill service process at recommended service intervals.

The use of cooling system flushing machines that “reconditions / recycles” the existing coolant should never be used due to deterioration of the coolant which may cause engine damage.

KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.22		Page 1 of 1		Topic Photo Requirements for Paint and Glass Repairs
	Issue Date August 2016		Revision Date		
	<input type="checkbox"/> New	<input type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input checked="" type="checkbox"/> No Changes	

7.22 Photograph Requirements for Glass and Paint Repairs

Kia requires that all paint repairs and glass replacements have pictures attached to the claim showing the condition that necessitated the repair.

All paint repairs and glass replacements whether performed by the dealer or via sublet* require color photos be taken before any repair is commenced. The pictures must be attached to the corresponding warranty claim using the WRTY139 form and must include:

- Photo # 1 Overview Photo of the Vehicle
- Photo # 2 Vehicle photo of surface/glass condition area
- Photo # 3 Surface photo of condition area
- Photo # 4 Close up photo of condition area


Reference the WCPM for specific instructions on how to submit these pictures.

*Repairs that are sublet to an outside repair facility should be supported by a complete and itemized body shop estimate for paint repairs or a service invoice for glass repairs. When repairs are performed under the Kia New Limited Warranty, the price for sublet repairs may not exceed the cost of the same or similar repairs in your own service department. Paint labor time listings can be found in group 999 of the Labor Time Standard (LTS). Sublet repairs will be reimbursed for the actual amount, markup is not allowed on sublet invoices.

The sublet invoice must contain the following:

- Vehicle Identification number (VIN)
- The name and location of the sublet repair facility
- Date, Dealer name, and RO# for warranty repair
- Description repair performed
- Itemization of labor units (measured in tenths of an hour) for operations performed
- The sublet hourly labor rate (i.e. body, refinish, materials)
- The sublet invoice should be stated as paid or final

KIA SERVICE POLICIES AND PROCEDURES


	Section # 7.23		Page 1 of 3		Topic Hybrid (HEV) Vehicle Service Handling Procedures
	Issue Date July 2011		Revision Date July 2022		
	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Partial Revision	<input type="checkbox"/> Complete Revision	<input type="checkbox"/> No Changes	

7.23 Hybrid (HEV) and EV Vehicle Service Handling Procedures

There are unique hybrid HEV and EV service procedures, HEV and EV special service tools and HEV and EV service training requirements that must be employed for safe and effective vehicle repair. All HEV and EV warranty repairs must be completed by trained service technicians. In addition, Kia recommends that all maintenance services be performed at Kia Dealerships.

Pre-Delivery Inspection (PDI)
<p>1. During PDI, inspection determines a warrantable repair is required;</p> <ul style="list-style-type: none"> a. Diagnose concern b. Open a Tech Line case via the Web and call Kia Tech Line afterwards c. TEC-04-030-1, Pre-Delivery Inspection Course and Test are required for technician's performing PDI's on Kia vehicles.
Warranty Claims
<ol style="list-style-type: none"> 1. Hybrid and EV system components are covered by a 10 year/100,000 mile (whichever occurs first) limited warranty that is transferable to subsequent owners. 2. All hybrid/EV vehicle warranty work must be performed by a hybrid/EV trained technician. 3. All hybrid/EV vehicle warranty claims will be processed thru the EWR (Early Warning Reporting) warranty review as 'V' status claims.
Parts
<ol style="list-style-type: none"> 1. All participating dealers MUST have Haz-Mat certified personnel for the "High Voltage Battery" shipping. 2. 100% Mandatory Parts Return on warranty parts and core parts will be requested by KUS(except claims for the 12V engine battery, located in the trunk, glass, air bags, and other Haz-Mat parts).
Kia Smart Battery Tester (B2Q)
<ol style="list-style-type: none"> 1. Battery Testing <ul style="list-style-type: none"> <input type="checkbox"/> tool must be used for the 12V engine battery, located in the trunk, and requires a B2Q Test ID at time of repair and used for claim entry.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.23		Page 2 of 3		Topic Hybrid (HEV) Vehicle Service Handling Procedures
	Issue Date July 2011		Revision Date January 2017		
	<input type="radio"/> New	<input type="radio"/> Partial Revision	<input type="radio"/> Complete Revision	<input checked="" type="radio"/> No Changes	

WARNING

In the hybrid system, the hybrid battery uses high voltage to operate the motor and other components. This high voltage hybrid battery system can be very dangerous. Never touch the hybrid system. If you touch the hybrid battery system, severe injury, electrocution, or death may occur.

WARNING - Maintenance work


- Performing maintenance work on a vehicle can be dangerous. You can be seriously injured while performing some maintenance procedures. If you lack sufficient knowledge and experience or the proper tools and equipment to do the work, have it done by an authorized KIA dealer.
- Working under the hood with the engine running is dangerous. It becomes even more dangerous when you wear jewelry or loose clothing. These can become entangled in moving parts and result in injury. Therefore, if you must run the engine while working under the hood, make certain that you remove all jewelry (especially rings, bracelets, watches, and necklaces) and all neckties, scarves, and similar loose clothing before getting near the engine or cooling fans.

(Continued)

(Continued)

- When you open the engine hood, turn the Hybrid system off. If not, it may result in death or serious injury because the high voltage flows.
- If the components of brake system passed the brake oil may be replaced or removed, have the vehicle checked by an authorized KIA dealer. To operate the brake system, the brake air should be out. If not, the braking distance may be long by low performance of brake.

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.23		Page 3 of 3		Topic Hybrid (HEV) Vehicle Service Handling Procedures
	Issue Date July 2011		Revision Date January 2017		
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KIA SERVICE POLICIES AND PROCEDURES					
	Section # 7.24		Page 1 of 2		Topic No Trouble Found Inspection (NTF)
	Issue Date June 2017		Revision Date July 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

7.24 No Trouble Found Inspection

No Trouble Found (NTF) process is to ensure **MIL/drivability/electrical** customer complaints are appropriately addressed in support of Fixed Right the First Time (FRFT) goals leading to maximum customer satisfaction.

The purpose of this policy is to:

- ✓ Ensure that the technician inspects and performs adequate diagnosis for certain customer concerns (MIL/drive ability/electrical) using the KDS tool in support of FRFT; and
- ✓ Ensure the inspection/diagnosis is documented per standard repair order documentation and warranty claims submission procedures; and
- ✓ Compensate technicians if an eligible customer's concern could not be duplicated and no vehicle repairs were performed.

The NTF policy can only be used for diagnosis of customer identified product concerns which may be difficult to duplicate.

Technician Training Requirements

The following list of classes is the minimum technical training requirement for this policy:


- TEC-SEN-EMS (Web) Intro to Engine Management Systems Micro learning
- TEC-SEN-OBD (Web) Intro to OBD-II Micro learning
- TEC-01-051-1 (Web) Intro to KDS Course & Test
- TEC-03-028-1 (ILC) Engine Management Systems I
- TEC-03-059-1 (ILC) Kia Diagnostic Tools Course
- TEC-03-036-1 (ILC) Engine Management Systems II

Eligible NTF Customer Complaint Types

The following MIL/drivability/electrical customer complaints are eligible for submission of an NTF claim if the dealership technician has utilized KDS to perform the following functions (at a minimum) as evidenced by e-Report:

- ✓ A Full System Scan; and
- ✓ Accessed the Service Manual

KIA SERVICE POLICIES AND PROCEDURES

	Section # 7.24		Page 2 of 2		Topic No Trouble Found Inspection (NTF)
	Issue Date June 2017		Revision Date July 2020		
	() New	() Partial Revision	() Complete Revision	(X) No Changes	

The NTF policy cannot be used for the following situations:

- Instances where insufficient concern detail is provided during service write up (e.g., frequency of occurrence, specific conditions, etc.)
- The identification of product features or normal characteristics of the vehicle
- Concurrently on the same RO for another repair with the same customer concern
- With any other KDS diagnosis-related concerns (e.g., KDS diagnosis performed for multiple concerns and one concern is not duplicated)
- When a concern is verified but a repair is not performed due to a special-order part
- Vehicle inspections when the customer has not identified a specific product complaint (i.e., add-on repairs)
- Diagnosis of condition that would be covered by an extended service contract (non-warranty)
- Concerns that do not require diagnosis via KDS (e.g., rattles, squeaks, vibrations, etc.)
- Diagnosis of “after-market” related components
- Diagnosis of dealer-owned vehicles, such as stock units, used cars and dealership daily rental units
- Maintenance related conditions

NTF Dealer Repair Order Requirements

In order to claim for the diagnosis time for an NTF condition, the Repair Order must adhere to the following guidelines which are also noted in SPPM Section 9.6:

- Must contain a detailed description of the customer’s complaint
- Must detail the diagnosis process performed by the technician and supported by trouble codes or similar test equipment readings and/or check sheets.
- Must show the technician’s actual clocked time for the effort on standalone time flag or on ERO systems with a standalone time entry on the technician workcopy for the Repair Order line containing the concern.

STRAIGHT TIME (HRS)		FLAT RATE PRICE		R.O. NO. 12345 LN. 1		TIME	OFF 11MAR 18 09:35 AM
W	0.3			EMP NO. 4478		0.3	ON 11MAR 18 09:21 AM