

To Our Consumer

This section contains information about Kia's Roadside Assistance Program, contacting Kia Motors America and the BBB AUTO LINE. Please review the procedures on the next few pages. They are provided to help resolve any concerns you may have with your vehicle or dealership. Feel free to contact us at any time.

Also included are basic requirements established by your state regarding Lemon Laws for your reference.

ROADSIDE ASSISTANCE PROGRAM

As an added consumer benefit, Roadside Assistance is provided on all new 2014 model Kia Vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use (in-service date), whichever is earlier, for a period of 60 months or 60,000 miles, whichever is earlier, subject to the terms, conditions and exclusions set forth in this manual.

More information regarding the services available under Kia's Roadside Assistance program is available in your Kia Vehicle's Owner's Manual. These services

generally include:

- Towing to the nearest authorized Kia dealer or an alternative service location in the event of a warranty-related disablement
- Out of gas assistance (out of gas assistance is limited to a maximum of 2 times per year and a maximum of 2 gallons of gasoline)*
- Flat tire assistance*
- Jump start assistance*
- Lock-out assistance* (excludes reimbursement for replacement of any missing, lost or damaged keys)
- Trip interruption expense benefits in the event a warranty-related disablement occurs more than 150 miles from home and the repairs require more than 24 hours to complete (limited to \$100 per day for a maximum of 3 days per incident) NOTE: Fleet vehicles are excluded from reimbursement under Kia's Trip Interruption Policy.

* Roadside Services are limited to a maximum of \$75 per occurrence.



When you need to talk to Kia and Roadside Assistance



Kia's toll free Roadside Assistance hot line is staffed 24 hours a day, 365 days a year and is accessible by dialing 1-800-333-4 KIA (4542). Please note that you must provide your Vehicle Identification Number (VIN) to verify coverage at the time of your call. The VIN can be found on the dash of your vehicle on the driver's side, on the door jamb of the driver's door, your vehicle's registration or proof of insurance card.

Kia Motors America reserves the right to limit or deny services or other benefits to any owner or driver when, in Kia Motors America's judgment, the claims and/or service requests are excessive in frequency or type of occurrence.

The following is not covered under Roadside Assistance:

- Any Kia vehicle that has ever been or should be issued a "Salvage" title or similar "branded" title under any state's law or has been declared a "total loss" or equivalent by a financial institution or insurance company.