



# Kia HK Warranty Guideline

For Passenger and Electric Vehicles only  
(Not applicable to EV9 model)

## WELCOME FROM KIA HK

The latest engineering techniques have been incorporated into the design and production of your Kia Vehicle. From the moment you get behind the wheel of your new Kia Vehicle, you will notice how satisfying it feels; a feeling you will appreciate for as long as you own your Kia Vehicle. You will also be pleased by how strongly we stand behind every Kia Vehicle.

The New Vehicle 24 Months/60,000 Kilometers Limited Warranty described in this guideline is one of the finest available.

Together with your Owner's Manual, this guideline details the Warranties we recommend you follow to maximize the performance of your Kia Vehicle.

Kia HK will take care of your service needs using genuine Kia Parts.

We will do all we can to ensure that your Kia Vehicle continues to exceed all of your expectations. At Kia, it is not enough to sell vehicles that look pleasing in the showroom. We are committed to making sure you enjoy your Kia Vehicle for years to come.

## WARRANTY COVERAGE

### 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 guideline for detailed information regarding each of these warranties.

	WARRANTY TERM (whichever comes first)								
	Months in Service	KILOMETERS IN SERVICE							
		10,000	20,000	30,000	40,000	60,000	100,000	150,000	Unlimited
Basic * Electric vehicle (EV) / Hybrid system (HEV/PHEV)	24	60,000							
Original Equipment Battery (12V) / MHEV Battery (48V)	12	Unlimited							
Anti-Perforation	24	60,000							
Audio	24	60,000							
*Service Parts and Accessories	12	20,000							



**NOTE:**

- \* Tires are warranted by the tire manufacturers.
- \* Electric vehicle (EV) and Hybrid (HEV/PHEV) system is covered under Basic warranty condition. The detail information is written in the New vehicle limited warranty section.
- \* 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 KIA HK.
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.

## **NEW VEHICLE LIMITED WARRANTY**

### **WHAT IS COVERED**

Kia warrants that your new Kia Vehicle is free from defects in material or workmanship, subject to the following terms and conditions. Kia HK will make necessary repairs, using new or remanufactured Parts, to correct any problem covered by this limited warranty without charge to you.

### **The Warranty Period**

The New Vehicle Limited Warranty is divided into various periods. For the purpose of all warranties contained in this guideline (other than warranties on Service Parts or Accessories installed after the Date of First Registration), the warranty period begins on the Date of First Registration. Any remaining portion of the warranty is fully transferable to subsequent owners.

### **WARRANTY COVERAGE**

#### **Basic Warranty Coverage**

Except as limited or excluded below, all components of your new Kia vehicle including Electric vehicle (EV) or Hybrid system (HEV/PHEV) are covered for 24 months or 60,000 kilometers from the Date of First Registration, whichever comes first.



- **Electric vehicles (EV) system**  
Electric Motor, \*High voltage Battery, Electric Power Control Unit (EPCU), On board charger (OBC).
- **Hybrid system (HEV/PHEV)**
  - \* High voltage Battery, Hybrid Power Control Unit, Traction Motor, On board charger (PHEV only).
  - \* Capacity coverage of High voltage Battery pack is fully mentioned in category "Exceptions" in the following section.

## EXCEPTIONS

The items specified below are covered for periods different from the basic coverage.

- **Battery (12V) / MHEV Battery (48V)**
  - The original equipment and MHEV batteries are fully covered for the first 12 months from the Date of First Registration regardless of Mileage.
- **Capacity coverage of the High Voltage Battery Pack for pure electric and Plug-in Hybrid vehicles (EV/PHEV)**
  - The high voltage (lithium-ion polymer) battery capacity warranty coverage period is 84 months or 150,000 Kilometers from the Date of First Registration, whichever comes first, for capacity loss below 70% of the original high voltage battery capacity. This warranty covers repairs needed to return battery capacity to 70% of original high voltage battery capacity. If possible, the high voltage battery components will be repaired or replaced, and the original high voltage battery will be replaced with either a new or remanufactured high voltage battery.
  - Any repair or replacement made under this high voltage battery capacity coverage may not return your high voltage battery to an "as new" condition with the original 100% capacity. However, it will provide the vehicle with a high voltage battery capacity of at least 70% of the original battery capacity. This high voltage battery capacity coverage is subject to the exclusions listed under the section "What is not covered."
- **Capacity Coverage of the High Voltage Battery Pack for Hybrid (HEV) and Low Voltage Battery of MHEV (48V)**
  - Capacity deterioration coverage is based on onboard diagnostic system information (DTC-Diagnostic trouble code).
  - This HEV/MHEV battery capacity coverage is subject to the exclusions listed under the section "WHAT IS NOT COVERED".



- **Audio System**
  - The original equipment audio and its all related parts (including Video Systems) are covered for 24 months from the Date of First Registration or 60,000 kilometers, whichever comes first.
- **Air conditioner-Refrigerant Charge**
  - Air conditioner refrigerant charge is covered for the first 12 months from the Date of First Registration regardless of mileage. Over the balance of after 12 months, refrigerant charge is covered only when replenished as part of a warranty repair.

### **Limited Liability**

The liability of Kia HK under this warranty is limited solely to the repair or replacement of original parts defective in material or workmanship in Hong Kong, and specifically it does not include any expense for or related to transportation or payment for loss of use of the Kia Vehicle during warranty repairs, section "WHAT IS NOT COVERED".

## **WHAT IS NOT COVERED**

### **Damage Due to Factors Beyond the Manufacturer's Control**

Examples of these factors include, but are not limited to:

- Misuse of the Kia Vehicle such as driving over curbs, overloading, racing, etc. (Proper usage is described in your Owner's Manual).
- Accidents such as collision, fire, theft, riot, etc.
- Alteration, modification, tampering, etc.
- Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap, etc.), salt, road hazards, hail, wind storm, lightening, floods and other acts of God.
- Cosmetic conditions or surface corrosion from stone chips or scratches in the paint.

### **Damage due to Lack of Maintenance or the Use of Wrong Fuel, Oil or Lubricants**

- Lack of proper maintenance as described in your Owner's Manual.
- Improper maintenance or the use of other than the specified fuel, oil or lubricants recommended in your Owner's Manual.

### **Normal Deterioration**

- Normal wear, tear or deterioration such as discoloration, fading, deformation etc.
- Surface corrosion on any part other than the body sheet metal panels forming the exterior



appearance of a Kia Vehicle.

### **Normal Maintenance**

- Normal maintenance services described as "Maintenance" in the Owner's Manual such as: inspection, cleaning & polishing, minor adjustments, lubrication, oil/fluid changes, replacement of filters, anti-freeze coolant replenishment, wheel alignment and tire rotation unless such services are performed as part of a covered warrantable repair.
- In the event of that the replacement of maintenance items(#) described in the Owner's Manual is the result of a defect in material or workmanship, the warranty period is for the first 12 months from the Date of First Registration or 20,000 Kilometers, whichever occurs first.

(#-Spark plugs, belts, brake pads and linings, wiper blades, clutch linings and disc, lamp bulbs except HID bulbs or other consumable items)

### **Altered Mileage**

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the actual mileage cannot be readily determined.

### **Extra Expenses and Damages**

- Any economic loss or other incidental, special consequential or exemplary damages. This includes, without limitation, payment for loss of use of Kia Vehicle, lodging & car rentals, travel costs, loss of pay and any other expenses or damages.

### **Tires**

- Tires are warranted by the tire manufacturers.

### **Production Changes**

- KIA HK reserve the right to make changes in the vehicles built and/or sold by Kia and KIA HK at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold.

## **YOUR RESPONSIBILITIES**

### **Maintenance**

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in your Owner's Manual. If your vehicle is used under severe driving conditions, you should follow the maintenance requirements described in your Owner's Manual for severe driving conditions.



### **Maintenance Records**

You should retain maintenance records since it may be necessary, in some instances, for you to show that the required maintenance has been performed.

Keep all receipts and make them available in case questions arise about maintenance.

## **ANTI-PERFORATION LIMITED WARRANTY**

Kia warrants that the body sheet metal panels of your new Kia Vehicle are free from defects in materials or workmanship which result in perforation (hole through the body panel) due to corrosion, subject to the following terms and conditions. KIA HK will either repair or replace any body sheet metal panel perforated due to corrosion resulting from defects in material or workmanship under normal use without charge to you.

### **Warranty Period**

The warranty period is for the first 24 months from the Date of First Registration or 60,000 kilometers, whichever comes first. During the warranty period, this warranty is transferable to subsequent owners.

### **WHAT IS NOT COVERED**

- Any perforation due to corrosion which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or damaging or corrosive cargo in the Kia Vehicle.
- Any perforation due to corrosion which does not result from a defect in materials or workmanship, but from failure to maintain the Kia Vehicle in accordance with the procedures specified in the next section. "Your Responsibilities" of this guideline and the Owner's Manual provided with your Kia Vehicle.
- Any perforation due to corrosion of a part of the Kia Vehicle which is not a body sheet metal panel. As used herein, "body sheet metal panel" specifically excludes all parts which are components of the exhaust system.
- Any perforation due to defects or failure resulting from the use of new parts not sold or approved by Kia, or used parts, or the resultant damage to associated systems.
- Any perforation due to corrosion caused by misuse, abuse or improper maintenance.
- Any corrosion of the Kia Vehicle does not result in perforation.



## YOUR RESPONSIBILITIES

Inspect the body sheet metal panels of your Kia Vehicle frequently and if you detect any stone chips or scratches in the paint or protective coating, touch them up immediately.

In addition, under certain conditions, special care should be taken to protect your Kia Vehicle from corrosion.

- If you drive on salted roads, or if you drive near the ocean, flush the underbody as needed, and at least once a month, with clean water.
- It is important to keep the drain holes in the lower edges of the body clear.
- If your Kia Vehicle is damaged due to an accident or any event which may cause damage to the paint, have your Kia Vehicle repaired as soon as possible.
- If you carry special cargo, such as chemicals, fertilizers, deicing salt, or other corrosive substances, be sure that such materials are well packaged and sealed.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

### Limited Liability

The liability of Kia HK under this warranty is limited solely to the repair or replacement of original parts defective in material or workmanship in Hong Kong, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

### Customer Rights & Obligation Disclaimer

For any Kia vehicle in Hong Kong with Standard Warranty or Complimentary Extended Warranty still within valid period, Maintenance Services and Repair Services may be conducted at a Non-Authorized Repair Centre without this invalidating a Standard Warranty or a Complimentary Extended Warranty or leading to claims under a Standard Warranty or a Complimentary Extended Warranty being rejected. For detailed information, please download the "Standard Warranty Customer Rights & Obligation Disclaimer" or call us at 27609933.