

# Warranty & Maintenance



**7 YEARS 150,000 Km**



The Power to Surprise





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## Welcome from Kia

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 84 Month/150,000 Kilometers Limited Warranty described in this manual is one of the finest available.

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

In addition, your Authorized Kia Dealer will take care of your service needs using genuine Kia Parts.

They will do all they 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 at a Glance



Warranty Coverage

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.

	WARRANTY TERM(whichever comes first)							
	Months in Service	KILOMETERS IN SERVICE						
		10,000	20,000	30,000	40,000	50,000	100,000	150,000
Basic * Electric vehicle (EV) / Hybrid system (HEV/PHEV)	1~36	with no mileage limitation for the first 3 years						
	37~84							
Original Equipment Battery(12V) MHEV Battery (48V)	1~24	Unlimited						
Anti-Perforation	1~144	Unlimited						
Paint	1~60							
Audio	1~36							
* Service Parts and Accessories	1~24	Unlimited						
Commercial purpose	1~84							

NOTE: 1. 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 on page 4.

\* 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 KIA VEHICLE FOR THE COMMERCIAL PURPOSE MEANS THE VEHICLE WHICH IS OPERATED COMMERCIALY TO MAKE PROFITS LIKE A TAXI.



## 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. An Authorized Kia Dealer 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 manual (other than warranties on Service Parts or Accessories installed after the Date of First Service), the warranty period begins on the Date of First Service meaning the date when the car is first placed in to service. 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 84 months or 150,000 kilometers from the Date of First service, whichever comes first. However, during the first 3 years from the Date of First Service, they are covered

regardless of mileage.

- **Electric Vehicles (EV) system**

Electric Motor, Gear Drive unit, \*High voltage Battery pack, Electric Power Control Unit (EPCU), On board charger (OBC) and all internal parts

- **Hybrid System (HEV/PHEV)**

\* High voltage Battery pack, Hybrid Starter & Generator, Hybrid Power Control Unit, Auto Transmission & Traction Motor including housing case, clutch, On board charger (PHEV only) and all internal parts

\* Capacity coverage of High voltage Battery pack is fully mentioned in category Exceptions in page 5.

#### 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 24 months from the Date of First Service regardless of mileage.



- **Capacity Coverage of the High Voltage Battery Pack for Pure electric vehicles (EV)**

The EV battery capacity warranty coverage period is 84 months or 150,000 Kilometers from the date of first service, which comes first, for capacity loss below 65% of the original EV battery capacity. This warranty covers repairs needed to return battery capacity to 65% of original EV battery capacity. If possible, the EV battery components will be repaired or replaced, and the original EV battery will be replaced with either a new or remanufactured EV battery. Any repair or replacement made under this EV battery capacity coverage may not return your EV battery to an "as new" condition with the original 100% capacity. However, it will provide the vehicle with an EV battery capacity of at least 65% of the original EV battery capacity. This EV 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/Plug-in Hybrid (HEV/PHEV) and MHEV(48V) Battery**

Capacity deterioration coverage is based on onboard diagnostic system information (DTC–Diagnostic trouble code).

This HEV/PHEV/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 36 months from the Date of First Service or 100,000 kilometers, whichever comes first.

- **Air Conditioner–Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 24 months from the Date of First Service regardless of mileage. Over the balance of after 24 months, refrigerant charge is covered only when replenished as part of a warranty repair.

**Limited Liability**

The liability of Kia under this warranty is limited solely to the repair or replacement of original parts defective in material or workmanship by an Authorized Kia Dealer at its place of business, and specifically it does not include any expense for or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs. section "what is not covered".



## What is Not Covered

### New Vehicle Limited Warranty

#### 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 "Scheduled Maintenance Services" in this manual and "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 24 months from the date of first service regardless of mileage. (#-Spark plugs, belts, brake pads and linings, wiper blades, clutch linings, lamp 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.

(When replacing the speedometer, the "Speedometer Replacement Record" on the inside front cover be filled in by an Authorized Kia Dealer.)

### **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. Refer to the tire warranty pamphlets provided with your Kia Vehicle.

### **Production Changes**

- Kia and its Authorized Kia Dealers reserve the right to make changes in the vehicles built and/or sold by Kia and its Authorized Kia Dealers 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.

The "Scheduled Maintenance Records" should be filled in when scheduled maintenance is performed. Keep all receipts and make them available in case questions arise about maintenance.

### To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer during its normal service hours. While any Authorized Kia Dealer will perform Warranty service, Kia recommends that you return to the dealership where you purchased your Kia Vehicle because of their continued personal interest in you. If you have any questions or need assistance regarding this warranty, refer to "Guidance for Customer".



## 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. An Authorized Kia Dealer 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 144 months from the Date of First Service regardless of mileage. 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 on pages 10. "Your Responsibilities" of this manual 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 specified on page 19. "Anti-Perforation Inspection Records".
- 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.

### **To Get Warranty Service**

You must take your Kia Vehicle, along with this manual, to any Authorized Kia Dealer during its normal service hours.

If you have any questions or need assistance regarding this warranty, refer to the "Guidance for Customer".

### **Limited Liability**

The liability of Kia under this warranty is limited solely to the repair or replacement of original parts defective in material or workmanship by an Authorized Kia Dealer at its place of business, 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.



## Service Parts and Accessories Limited Warranty

Kia warrants that Parts are free from defects in materials or workmanship, subject to the following terms and conditions.

This warranty covers the Parts replaced or sold by an Authorized Kia Dealer.

An Authorized Kia Dealer will either repair or replace any Parts to correct any problem covered by this warranty. If the Parts were installed by an Authorized Kia Dealer, it will be repaired or replaced without charge for the Parts and labor to the owner; if it was installed by anyone else, it will be repaired or replaced without charge for the Parts, but the labor charge will be your responsibility.

### Warranty Period

- **Parts**

The Parts installed by an Authorized Kia Dealer under warranty are covered for the remaining time/mileage of applicable Limited Warranty under which the Parts were replaced previously.

The Parts sold and installed by an Authorized Kia Dealer after the warranty period are covered for 24 months regardless of mileage, from the date of installation for the Parts and labor.

The Parts sold but not installed by an Authorized Kia Dealer are covered for 24 months or regardless of mileage from purchase date, for the Parts only, but labor charges will be the customer's responsibility.



## Service Parts and Accessories Limited Warranty

### What is Not Covered

- Damage or corrosion due to such factors as accidents, negligence, improper repairs or adjustments, misuse, alterations or collision.
- Damage or surface corrosion from environment such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, mad hazard, hail, wind storm, lightning, floods and other acts of God.
- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- The Parts installed on a Kia Vehicle in which the odometer has been altered, or on which the actual mileage cannot be readily determined.
- The Parts used in applications for which they are not designed.
- The Parts installed improperly by other than an Authorized Kia Dealer or Kia.
- Any Parts without proof of purchase or replacement date.
- The Parts which an Authorized Kia Dealer may not sell or install on your Kia Vehicle.

### To Get Warranty Service

You must take your Kia Vehicle, along with this manual and proof of purchase or replacement date, to an Authorized Kia Dealer during its normal service hours.

### Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of the Parts, defective in materials or workmanship, by an Authorized Kia Dealer at its place of business, 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 repair.

## Scheduled Maintenance Records



The service records on this and the following pages have been designed to include the signature of your Authorized Kia Dealer or a repair establishment representative. This signed form is evidence of completion of maintenance services and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia Vehicle. Claims made during the warranty term will not qualify under the warranty if resulting from lack of maintenance rather than from defective in material or workmanship.

Please refer to your Owner's Manual to get details about Scheduled Maintenance Intervals.

**Scheduled Maintenance Records**



# Scheduled Maintenance Records

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## Service #1

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

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## Service #2

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	





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**Service #3**

<b>Mileage:</b>	
<b>Repair Order Number:</b>	
<b>Date:</b>	
<b>Name of Authorized Kia Dealer:</b>	
<b>Remarks:</b>	
<b>Stamp of Authorized Kia Dealer or Repair Establishment:</b>	

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**Service #4**

<b>Mileage:</b>	
<b>Repair Order Number:</b>	
<b>Date:</b>	
<b>Name of Authorized Kia Dealer:</b>	
<b>Remarks:</b>	
<b>Stamp of Authorized Kia Dealer or Repair Establishment:</b>	



# Scheduled Maintenance Records

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## Service #5

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

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## Service #6

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



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**Service #7**

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

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**Service #8**

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



# Scheduled Maintenance Records

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## Service #9

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

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## Service #10

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



## **Anti-Perforation Inspection Records**

### **Anti-Perforation Inspection Records**

The Anti-Perforation Inspection records on this page has been designed to include the signature of your Kia dealer representative or a repair establishment representative. This signed form is evidence of completion of Anti-Perforation inspection and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia Vehicle. Claims made during the warranty term will not qualify under the warranty if resulting from lack of maintenance rather than from defective material or workmanship.

### **Anti-Perforation Inspection Intervals**

To obtain the benefit of the Kia Anti-Perforation Limited warranty, this inspection must be completed by Authorized Kia Dealers or a repair establishment, and this inspection has to be made at regular intervals specified in Owner's manual after the date of first service.



# Anti-Perforation Inspection Records

## 1st Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

## 2nd Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



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### 3rd Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

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### 4th Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



# Anti-Perforation Inspection Records

## 5th Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	

## 6th Anti-Perforation Inspection

Mileage:	
Repair Order Number:	
Date:	
Name of Authorized Kia Dealer:	
Remarks:	
Stamp of Authorized Kia Dealer or Repair Establishment:	



# Guidance for Customer



## Warranty application

This warranty is applicable to the Kia Vehicles purchased from the Authorized Kia Dealer, registered and normally operated in your country. During the Warranty period, this Warranty is transferable to subsequent owners.

## Production changes

Kia reserve the right to make changes in Kia Vehicle built and/or sold by Kia and its Authorized Kia Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold.

## When you need to talk to Kia

Your satisfaction is our goal. We are here to serve you. All Authorized Kia Dealers have the knowledge and tools to keep your Kia Vehicle in top condition. If you have any questions or recommendations for improvement regarding the service of your Kia Vehicle or

servicing by Authorized Kia Dealer personnel, we recommend that you take the following step.

### STEP 1: Contact the Authorized Kia Dealer

Discuss the matter with an Authorized Kia Dealer. This is the quickest and best way to address the issue. If your concern has not been resolved by the Service or Parts Manager, then please contact the General Manager or the Owner of the dealership.

### STEP 2: Contact the Authorized Kia Distributor

If your Authorized Kia Dealer is unable to provide a solution, contact the Authorized Kia Distributor of your domestic market or the one you are currently in. Contact information can be found at [www.kia.eu](http://www.kia.eu)

### STEP 3 : Call the Kia Head Office, Overseas Quality Call Center

If for any reason you feel the need for further assistance after contacting your distributor management, call Kia Motors Corp., Seoul, Korea.

**TEL : 82-2-3464-4200**

**FAX : 82-2-3464-5968**



In order to serve you efficiently and effectively, please help us by providing the following informations;

- 1) Your name, address, telephone number and E-mail address.
- 2) Year and model of vehicle.
- 3) Vehicle Identification Number (17 digits, noted on your-registration or title, or located on the upper driver's side corner of the dashboard)
- 4) Purchase date and current mileage.
- 5) Your dealer's name and location.
- 6) Your question(s)

**Note :**

If you would like to write a letter, please address it to:

**ATTN:   Warranty Manager**  
**Overseas Service Group**  
**Kia Motors Corporation**  
**12 Heolleung-ro(231, Yangjae-dong),**  
**Seocho-gu, Seoul, 06797, Korea.**

By following these procedures, we can respond to you as quickly and efficiently as possible.

# Privacy Notice Consumer Warranty



## 1. Introduction

The Global Warranty Management System (“GWMS”) is the web-based warranty system of Kia.

GWMS provides a convenient and efficient platform to dealers and national sales companies of Kia for managing warranty claims. It enables Kia to hold and manage the warranty contracts with the end-customer in a centralized and efficient manner.

The main purpose of the GWMS is the management of warranty cases and claims as well as the reimbursement for warranty repairs. In addition, GWMS allows Kia to offer service campaigns to the end-customer to improve the Kia vehicle or prevent damage. Lastly, the GWMS is the main Kia tool for product improvement & development.

## 2. Data Controller

The responsible data controllers for any personal data collected, processed and used are Kia Corporation and Bílaumboðið Askja (both “Kia”, “we” or “us”), each as a data controller of its own:

Kia Motors Corporation, 12 Heolleung-ro, Seocho-gu, Seoul, 06797 Republic of Korea, [kia@kia.is](mailto:kia@kia.is), +82 2 34644200.

Bílaumboðið Askja, [kia@kia.is](mailto:kia@kia.is), +354 590 2100.

## 3. Contact Details and Representative

- 3.1 If you have any questions etc. about or in connection with this Privacy Notice or would like to complain about our handling of your personal data or exercise any of your rights (see 9. below), please contact us by using one of the following contact details:

Bílaumboðið Askja

Email: [kia@kia.is](mailto:kia@kia.is)

Ordinary mail:

Krókháls 11-13, 110 Reykjavík, Ísland

- 3.2 The contact details of Kia Motors Corporation’s representative in the European Union are:

Kia Motors Europe GmbH, Theodor-Heuss-Allee 11, 60486 Frankfurt am Main, Germany, [dpo@kia-europe.com](mailto:dpo@kia-europe.com) +49 69 850928425



3.3 You may contact our data protection officer:

Bílaumboðið Askja  
Email: [kia@kia.is](mailto:kia@kia.is)

Ordinary mail:  
Krókháls 11-13, 110 Reykjavík, Ísland

**4. Data Subjects**

This Privacy Notice applies to the collection, processing and use of personal data of the category of data subjects you belong to as laid down in the **Appendix Customer Table**.

**5. Categories of Data, Purposes of the Processing and Legal Basis**

The **Appendix Customer Table** contains detailed information on:

- the categories of personal data we collect from you or from third parties (e.g., public authorities or public resources) in addition to other personal data that you actively provide to us (e.g., when you send an e-mail to us);
- the purposes for which we process and use these personal data; and

- the legal basis for the collection, processing and the use of your personal data.

Please note that we process your personal data for different purposes only if we are obligated to do so on the basis of legal requirements (e.g., transfer to courts or criminal prosecution authorities), if you have consented to the respective processing or if the processing is otherwise lawful under applicable law. If processing for a different purpose takes place we may provide you with additional information.

**6. Recipients and Categories of Recipients**

Any access to your personal data at Kia is restricted to those individuals that have a need to know in order to fulfill their job responsibilities.

We may transfer your personal data for the respective purposes to the recipients and categories of recipients listed below – more details regarding the recipients and categories of recipients mentioned under 5. above can be found in **Appendix Customer Table**.



- 6.1 Private third parties – Affiliated or unaffiliated private bodies other than us.
- 6.2 Data processors – Certain third parties, whether affiliated or unaffiliated, may receive your personal data to process such data on behalf of Kia under appropriate instructions as necessary for the respective processing purposes. The Data Processors will be subject to contractual obligations to implement appropriate technical and organizational security measures to safeguard the personal data, and to process the personal data only as instructed.
- 6.3 Governmental authorities, courts, external advisors, and similar third parties that are public bodies as required or permitted by applicable law.

## 7. Cross-Border Data Transfer

Some of the recipients of your personal data will be located or may have relevant operations outside of your country, such as in the Republic of Korea, where the data protection laws may provide a different level of protection compared to the laws in your jurisdiction and with regard to which an adequacy decision by the European Commission does not exist.

With regard to data transfers to such recipients we provide appropriate safeguards by way of entering into data transfer agreements based on Standard Contractual Clauses (2010/87/EU and/or 2004/915/EC) with the recipients, or taking other measures to provide an adequate level of data protection. A copy of the respective measure we have taken is available via our data protection officer (see 3.3 above).

Details regarding cross-border data transfers, existence or absence of adequacy decisions and the appropriate safeguards taken with regard to cross-border data transfers can be found in the **Appendix Customer Table**.

## 8. Storage Period

Your personal data is stored by us and/or our service providers, strictly to the extent necessary for the performance of our obligations and strictly for the time necessary to achieve the purposes for which the personal data is collected, in accordance with applicable data protection laws. When we no longer need to use your personal data, we will erase it from our systems and/or records and/or take steps to properly anonymize it so that you can no longer be identified from it unless we are



required to keep your information to comply with legal or regulatory obligations.

For more detailed information regarding the actual storage periods please refer to the **Appendix Customer Table**.

## 9. Your Rights

If you have declared your consent for any personal data processing activities, you can withdraw this consent at any time with future effect. Such a withdrawal will not affect the lawfulness of the processing prior to the consent withdrawal.

Pursuant to applicable data protection law, in particular the EU General Data Protection Regulation (“GDPR”), you may have the right to: (9.1) request access to your personal data; (9.2) request rectification of your personal data; (9.3) request erasure of your personal data; (9.4) request restriction of processing of your personal data; (9.5) request data portability; and (9.6) object to the processing of your personal data. Please note that these aforementioned rights might be limited under the applicable national data protection law.

**You also have the right to lodge a complaint with the competent data protection supervisory authority. To exercise your rights please contact us as stated in the “Contact Details and Representative” section (3.) above.**

9.1 Right of access (Article 15 GDPR): You may have the right to obtain from us confirmation as to whether or not personal data concerning you is processed, and, where that is the case, to request access to the personal data. The access information includes – inter alia – the purposes of the processing, the categories of personal data concerned, and the recipients or categories of recipients to whom the personal data have been or will be disclosed. However, this is not an absolute right and the interests of other individuals may restrict your right of access.

You may have the right to obtain a copy of the personal data undergoing processing. For further copies requested by you, we may charge a reasonable fee based on administrative costs.

9.2 Right to rectification (Article 16 GDPR): You may have the right to obtain from us the rectification



of inaccurate personal data concerning you. Depending on the purposes of the processing, you may have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

- 9.3 Right to erasure (“right to be forgotten”) (Article 17 GDPR): Under certain circumstances, you may have the right to obtain from us the erasure of personal data concerning you and we may be obliged to erase such personal data.
- 9.4 Right to restriction of processing (Article 18 GDPR): Under certain circumstances, you may have the right to obtain from us restriction of processing your personal data. In this case, the respective data will be marked and may only be processed by us for certain purposes.
- 9.5 Right to data portability (Article 20 GDPR): Under certain circumstances, you may have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and you may have the right to transmit those data to another entity without hindrance from us.

**9.6 Right to object (Article 21 GDPR)**: Under certain circumstances, you may have the right to object, on grounds relating to your particular situation or where personal data are processed for direct marketing purposes at any time to the processing of your personal data by us and we can be required to no longer process your personal data.

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## 10. Changes to the Privacy Notice

This privacy notice may require an update from time to time – e.g. due to the implementation of new technologies or the introduction of new services. We reserve the right to change or supplement this privacy notice at any time. We will publish the changes on [www.kia.com](http://www.kia.com) and/or inform you accordingly (e.g., via email).



## Privacy Notice: Appendix Customer Table

### Appendix Customer Table

Purposes of the Processing	Categories of Personal Data	Legal Basis for the Processing	Source from which the Personal Data Originate
<p>Managing warranty and processing warranty claim-claims / reimbursement of the network of Kia dealers and Kia workshops servicing your vehicle for warranty repairs.</p>	<p>Retail vehicle information (including dealer information and vehicle identification number (VIN)). Customer information regarding warranty agreement:</p> <ul style="list-style-type: none"><li>• Name, contact details (address, e-mail address);</li><li>• VIN, license plate number;</li><li>• Warranty repair history, warranty conditions; registration date, mileage of the car.</li></ul>	<p>Processing is necessary for the performance of the warranty agreement towards KIA's end-customer</p>	<p>Collected from the dealer and directly from the customer.</p>





# Appendix Customer Table

Storage Period	Recipients and/or Categories of Recipients		
For the duration of the contractual consumer warranty and is erased at the end of the calendar year, following the term of the statute of limitation.	<b>Third parties</b>		Any KIA dealer or workshop that is servicing your vehicle
	<b>Data processors</b>	Non-EU country and absence of adequacy decision of the European Commission, but appropriate safeguards are in place (data transfer agreements based on Standard Contractual Clauses (2010/87/EU and/or 2004/915/EC)) with the recipients).	Hyundai AutoEver Korea 417, Yeongdong-daero, Gangnam-gu, 06182 Seoul, South Korea
		Country within the EU	Kia Motors Slovakia sro, Sv. Jana Nepomuckeho 1282/1, 013 01 Teplicka nad Vahom, Slovakia  Kia Motors Europe GmbH, Theodor-Heuss-Allee 11, 60486 Frankfurt am Main, Germany  Hyundai AutoEver Europe Kaiserleipromenade 5, D-63067 Offenbach am Main, Germany



## Privacy Notice: Appendix Customer Table

### Appendix Customer Table

Purposes of the Processing	Categories of Personal Data	Legal Basis for the Processing	Source from which the Personal Data Originate
Offering service campaigns to end-customer	Service campaign information and service campaign history (free technical instructions to improve the vehicle or prevent damage). This contains the VIN as well as technical information.	rocessing is necessary for the purposes of a legitimate interest: the performance of offering free service campaign to customer.	Collected from Bílaumboðið Askja ehf. Krókháls 11-13 110 Reykjavík Ísland kia@kia.is
Product improvement & product monitoring.	Warranty repair history and service campaign history. This contains the VIN as well as technical information.	Processing is necessary for the purposes of a legitimate interest: to improve and monitor products.	Collected from Bílaumboðið Askja ehf. Krókháls 11-13 110 Reykjavík Ísland kia@kia.is and from dealer.



# Appendix Customer Table

Storage Period	Recipients and/or Categories of Recipients
<p>Data is kept to defend against possible claims based on product or service liability and is erased at the end of the calendar year, following the term of the statute of limitation.</p>	
<p>Data is kept to defend against possible claims based on product or service liability and is erased at the end of the calendar year, following the term of the statute of limitation.</p>	



Notes





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