

# Kia Bermuda Warranty Booklet

5-year warranty



Bermuda**Motors**



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# Warranty Coverage at a Glance

Warranty Coverage (whichever comes first)						
Months		12	24	36	48	60
Comprehensive Power Train	60 Months / 60,000mls					
First Year Adjustments	12 Months / 12,000mls					
Power Train	36 months, 60,000mls					
Battery (Pro-Rate)	36 months					
Paint Defect ***	36 Months, 36,000mls					
Emissions System (Major)	60 Months / 60,000mls					
Anti-Perforation	60 Months / 60,000mls					
Audio / DVD Systems (If installed prior to retail delivery)	36 Months / 36,000mls					
Genuine Accessories (If installed prior to retail delivery)	36 Months / 36,000mls					
Genuine Accessories (If installed after the retail delivery)	12 Months / 12,000mls					

\*\*\*For Paint coverage, please see page 6.



# **New Vehicle Limited Warranty**

## **What Is Covered**

Subject to the terms, conditions and definitions set out below, Kia warrants that under the New Vehicle Limited Warranty your new Kia Vehicle will be free from defects in material and/or workmanship under normal use, operation and maintenance during the applicable warranty coverage period(s) described below. Where required, Kia will repair or correct at no charge to you any covered defect in your new Kia Vehicle using new or approved remanufactured parts.

## **The Warranty Period**

The New Vehicle Limited Warranty – Comprising of Comprehensive Warranty Coverage, Power Train Coverage and Adjustment Coverage – is divided into three coverage periods. Each coverage period begins on

the date of retail delivery to the first purchaser or the date the Kia vehicle is first placed into service. Any remaining portion of the warranty is fully transferable to subsequent owners.

## **Warranty Coverage**

- **Comprehensive Warranty Coverage**

Except as limited or excluded under “Exceptions“ and “What Is Not Covered“, all components of your new Kia Vehicle are covered for 60 months or 60,000 Miles, whichever comes first. It does not cover normal wear and tear, maintenance items, tires and those items and conditions excluded under “Exceptions” and “What is not Covered.”

- **Power Train Coverage**

The following specified components are covered for 60 months or 60,000 Miles, whichever comes first. It does not cover normal wear and tear, maintenance items, tires and those items and conditions excluded under “Exceptions” and “What is not Covered.”



## New Vehicle Limited Warranty

- **Engine:** Cylinder block, cylinder head, all internal parts, timing gear, timing belt and cover, Continuous Variable Valve Timing (CVVT) Unit, seals and gaskets and cover, intake and exhaust manifolds, valve cover, flywheel, oil pan, oil pump, water pump.
- **4WD Transaxle:** Transmission case, transfer case, internal parts, seals and gaskets, drive shafts, universal joints
- **Axles:** Axle shafts, C-V joints & boots, bearing supports and seals, hub and wheel bearings.
- **Transmission:** Transmission case, torque converter, internal parts, seals and gaskets.
- **Differentials:** Front and rear differential cases, all internal parts, seals and gaskets.
- **Propeller Shaft:** Drive shafts, universal joints.

### **Air Conditioner Warranty**

- **Genuine Kia Air Conditioning**

Air Conditioning installed at Factory will be covered, parts and labour, during the Comprehensive Warranty period.

- **Air Conditioner Refrigerant Charge**

Air Conditioning refrigerant charge is covered for the first 12 months, regardless of miles driven. Over the balance of the warranty period, refrigerant charge is covered only when replenished as part of a warranty repair.

### **The First Year**

- **Adjustment Coverage**

Adjustments are covered for the first 12 months or 12,000mls, whichever comes first. This means minor adjustments, not usually associated with the replacement of parts, such as wheel balance and alignment, freeplay or tension adjustments of cables,

belts, levers and pedals, engine adjustments (idle speed etc.) body parts and fittings.

### **Service Items**

Bulb, fuses, belts, brake pads and shoes, filters, clutch linings, and wiper blades will be covered for defect in material and workmanship, but not for normal wear, for one year or 12,000mls whichever comes first. Brake rotors/discs will be covered for defects in material and workmanship but not for normal wear for 3 years/36,000mls whichever comes first. Spark plugs are covered by warranty only if electrical continuity fails and causes emission test failures. Regular spark plugs are covered 24 months/24,000mls., platinum and iridium spark plugs are covered for 3 years/36,000mls. Alloy mags and chrome plated wheels and hand tools are covered for defects in material and workmanship but not for normal wear for 3 years/36,000mls. After these periods, all items listed are considered normal maintenance and will be solely the owner's responsibility.

### **Exceptions**

The warranty coverage for the items specified below are as follows:

- **Battery (Pro-Rata)**

The original equipment battery is fully covered for the first 12 months of the warranty period regardless of distance driven. After 12 months but within 24 months, 50% of the replacement battery's suggested retail price will be your responsibility. After 24 months but within 36 months, 75% of the replacement battery's suggested retail price will be your responsibility. Labour charges for the replacement of the original equipment battery during the entire 36 months warranty period are covered by Kia Bermuda. A discharged battery caused by a component, lights, etc. left unattended are not considered to be defective.

- **Towing**

Towing services will be covered if the failure is within the scope of the warranty coverage.



- **Paint Warranty \*\*\*** (Reference from Page 2)  
Kia's Paint Warranty covers defects in material or workmanship, for the first 36 months or 36,000mls, whichever occurs first. Cosmetic and minor imperfections i.e. over spray, tape marks, low gloss, orange peel, thin paint, color mismatch, polishing mark, dust/dirt in the paint are covered for 12 months/12,000mls.

## **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 vehicle usage is described in your Owner's Manual).
- Accidents, fire, theft, riot, etc.
- Any alteration, modification, tampering to any part that may affect operational systems.
- Damage to any component and parts or surface corrosion from the environment such as acid rain, airborne fallout (chemical, tree sap, etc.), stone chips, salt, road hazard, hail, windstorm, lightning, floods and other acts of God.
- Cosmetic damage or surface corrosion to high finish areas caused by stone chips, brake dust, customer applied chemicals i.e. abrasive waxes, polishes or sealants or scratches in the paint or other damage that is not considered a defect in material or workmanship.
- Mags or alloy wheels damage caused by stone chips, salt erosion, brake dust, scratches, accidents or damaged caused by mounting/dismounting of the tires.
- Window glass that is broken, chipped, scratched or damage from outside influence is not considered a defect in material or workmanship.



- Repairs or replacements required due to the use of parts and/or accessories not approved by Kia.
- Accident damage or repairs carried out by a non-approved Kia paint and body shop facility are not to be covered under this warranty and may void it completely.
- Repairs or replacements required to a Kia vehicle, which has been declared a total loss and/or has been sold for salvage purposes.
- Costs associated with exploratory or investigative diagnostic process is not covered by warranty until recommended repair is determined to be warranty eligible.

#### **Damage due to Lack of Maintenance**

- Lack of required maintenance as described in your owner's manual.

- Improper maintenance or the use of any other than the specified fuel, oil or lubricants recommended in your owner's manual.

#### **Normal Deterioration**

- Normal wear and 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 such as cleaning and polishing, lubrication and replenishment or replacement of oil, fluids, coolant, wiper blades, filters, brake pads, shoes rotors/discs, timing belts, clutch linings, spark plugs, fuses, bulbs, belts, as a result of normal wear and tear.





- Maintenance services described as “Scheduled Maintenance Services”, “Owner Maintenance Services” or “Appearance Care” in your Owner’s Manual. Maintenance must be carried out by an approved Bermuda Kia Distributor.

### **Extra Expenses and Damages**

- Incidental costs or consequential damages such as loss of vehicle use, inconvenience, expenses for gasoline, telephone, lodging, economic loss or other incidental, special, consequential or exemplary damages or damage to personal and other properties are not covered by this warranty.

### **Altered Odometer**

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the distance driven cannot be accurately determined.
- If the speedometer has been replaced, the “Speedometer Replacement Record” on the inside front cover must be filled in by an Authorized Kia Dealer.

### **Tires**

- Tires are warranted by the applicable tire manufacturer. Refer to the tire manufacturer’s warranty pamphlet provided with your Kia Vehicle.

### **Production Changes**

- Kia Bermuda reserves the right to make specification changes to any vehicle, at any time without incurring an obligation to make the same or similar changes to other vehicle.

### **Your Responsibility**

#### **Maintenance**

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in the applicable Owner’s manual.

- All costs associated with maintenance services are the responsibility of the owner. Maintenance must be carried out by an approved Bermuda Kia Distributor.

## **To Obtain Warranty Service**

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in Bermuda during its normal operating 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, please refer to the contact information on page 20.

## **Terms and Conditions**

The warranties in this manual apply only to Kia vehicles manufactured to Bermuda specifications which are distributed by Kia through its authorized dealer body, and registered and normally operated in Bermuda.

During the applicable warranty period, the remaining warranty coverage is transferable to subsequent owners.

Except as expressly provided in this manual, Kia Bermuda does not make any other promise of warranty or implied warranty in respect to your Kia Vehicle. Unless prohibited by law, the duration of any warranty of merchantability or fitness for a particular purpose is limited to the duration of the applicable warranty as set out in this manual.

### **Limited Liability**

Except as expressly provided for in this manual, the performance of required repairs or corrections as determined by Kia Bermuda in its absolute discretion is the sole and exclusive remedy available to you. Kia Bermuda shall not be liable for any indirect, special, reliance, consequential, economic or punitive losses or damages of any kind whatsoever including but not limited to losses, costs or expenses which may arise as a result of loss of use of the Kia vehicle, car rental expenses, additional travel costs, loss of wages, loss of profits or opportunities, loss of time and inconvenience.

Moreover, Kia Bermuda does not authorize any person,



## **New Vehicle Limited Warranty**

including any authorized Kia Dealer or any servant, agent, or employee of an authorized dealer to change, extend, or otherwise modify or amend the warranties granted to you as set out in this manual.

To the extent that applicable legislation may prohibit or restrict limitations on the duration of an implied warranty or the exclusion of limitation of certain types of damages, certain limitations of exclusion set out in the warranties described in this manual may not apply to you.

## Anti-Perforation Limited Warranty

Subject to the terms and conditions set out below, Kia warrants that the body sheet metal panel of your Kia Vehicle will be free from defects in material and/or workmanship which result in perforation (hole through the body panel from inside to out) under normal use, operation and maintenance during the applicable warranty coverage period described below. Where required, Kia will repair or replace at no charge to you any body sheet metal panel perforated from inside to out.

### 1. Warranty Period

The warranty coverage period begins on the date of retail delivery to the first purchaser or the date the Kia vehicle is first placed into service, and continues for 60 months regardless of distance driven.

### 2. What is Not Covered (Anti Perforation)

- Any perforation due to corrosion which is caused by: industrial fallout, accident, damage, abuse, unauthorized repairs or modifications, or the presence of damaging or corrosive substances in the Kia Vehicle.
- Any perforation due to corrosion caused by accident, collision damage or any failure to repair damage to the Kia Vehicle.
- Repair or replacement where the Kia vehicle has been declared a total loss and/or has been sold for salvage purposes.
- Any surface corrosion, which does not result in perforation, such as that typically caused by sand, salt, hail or stones.
- Any perforation due to corrosion by reason of any failure to maintain the Kia Vehicle in accordance with the preventive procedures specified in this manual and the Owner's Manual provided in your Kia Vehicle under "Exterior Care".



- 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 the exhaust system.
- Any perforation or corrosion related to the use of any unauthorized parts, components, assemblies or systems, or the unauthorized installation of any parts or accessories (including genuine Kia parts and/or accessories).
- Costs associated with exploratory or investigative diagnostic process is not covered by warranty until recommended repairs is determined to be warranty eligible.

### 3. 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. Please report to an authorized Kia Dealer of suspected defective panels without delay as normal

deterioration due to use and/or exposure is not covered by this warranty. In addition, under certain conditions, special care should be taken to protect your Kia Vehicle from corrosion as follows:

- If you drive on salted roads, or if you drive near the ocean, flush the under body as needed, at least once a month, with clean water.
- It is important to keep the drain holes in the lower edge 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, fertilizer, de-icing 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.



#### **4. To Obtain Warranty Service**

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in Bermuda 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 the contact information starting on Page 32.

#### **5. Other Terms**

The “Terms and Conditions” stated on page 9 of this manual also apply to the Anti-Perforation Warranty.



## Major Emission Control Warranty

### **Kia Bermuda warrants that each new vehicle:**

1. Was designed, built and equipped to conform at the time of sale to applicable federal emission regulations;
2. Is free from defects in material and workmanship at the time of sale which would cause the vehicle to fail to conform with such regulations within the emission control warranty period.

KCI warrants that any authorized KIA dealer will repair and/or replace, to KCI's specifications at no charge, any of the major emissions components or parts thereof, listed in this chapter, provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the owner's manual in your vehicle.

The emission control warranty covers the major emission components listed in this chapter unless otherwise specified, for 60 months or 60,000mls, whichever comes first, from the warranty start date.

### **Major Emission Components**

- ECM/PCM
- Data Link Connector
- Catalytic Converter



## **Replacement Parts and Accessories Limited Warranty**

Subject to the following terms and conditions, Kia Bermuda warrants that genuine Kia replacement parts and Kia Accessories sold to you or installed on your new Kia Vehicle prior to retail delivery by an Authorized Kia Dealer will be free from defects in material and/or workmanship under normal use, operation and maintenance during the applicable warranty coverage period described below. Where required, Kia will repair or replace any such part or accessory in order to correct the problem. If the part or accessory was installed by an Authorized Kia Dealer, or Kia Bermuda, it will be repaired or replaced without charge for parts and labour to the owner.

### **1. Warranty Period**

#### **Genuine Kia Replacement Parts**

Replacement parts installed by an authorized Kia dealer during the term of the Comprehensive Warranty Period,

will be covered for the remaining balance of that applicable new vehicle Warranty Period.

Any genuine replacement part installed by an authorized Kia Dealer after the expiration of an applicable Warranty Period will be covered, parts and labour, for 12 months or 12,000mls, whichever occurs first, from the date of installation.

#### **Battery**

A replacement battery is fully covered for the first 12 months from the date of installation regardless of distance driven. Thereafter, a prorated charge to the customer will be applied based on the number of months in service up to a maximum of 36 months. A discharged battery caused by a component, lights, etc. left unattended are not considered to be defective.

#### **Genuine Kia Accessories**

Accessories installed prior to retail delivery by an Authorized Kia Dealer or agent are covered for 36 months or 36,000mls, which ever occurs first, including parts and labour.



Accessories installed by an Authorized Kia Dealer at any time after retail delivery will be covered for 12 or 12,000mls which occurs first, including parts and labour.

### **Audio System/DVD System**

If a genuine Kia Audio System or DVD System is installed on your vehicle prior to retail delivery, the Audio or DVD System is covered for 36 months or 36,000mls, which ever occurs first.

### **2. What is Not Covered**

- Non-genuine replacement parts or accessories installed on a Kia Vehicle.
- Replacement parts or accessories installed on a Kia vehicle, which has been declared a total loss and/or has been sold for salvage purposes.
- Any replacement part or accessory where the owner is unable to provide proof of purchase or replacement date.
- Damage or corrosion due to improper use, abuse or alteration, physical damage, neglect, the performance of unauthorized repairs or adjustments, accident or collision damage.
- Damage or surface corrosion from environmental hazards such as acid rain, airborne fallout (chemicals, tree sap), stones, road hazards, hail windstorm, lightning, floods and other acts of God.
- Normal wear and tear or deterioration such as discoloration, fading, deformation, etc.
- Replacement Parts or accessories installed on a Kia Vehicle where the odometer has been altered, or on which the distance driven cannot be accurately determined.

- Replacement parts or accessories used in applications for which they are not intended to be used.
- Replacement parts and accessories installed improperly by other than an Authorized Kia Dealer or Kia Bermuda.
- Non Genuine Kia replacement parts or accessories (including those which may have been sold or installed on a Kia Vehicle by an Authorized Kia Dealer).
- Non Genuine Kia replacement parts or accessories causing any vehicle damage that occurs during the installation, as a result of installation.

### **3. To Obtain Warranty Service**

You must take your Kia Vehicle, along with proof of genuine part or accessory purchase, to an Authorized Kia Dealer in Bermuda during its normal hours of operation. 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 the contact information starting on page 21.

### **4. Other Terms**

The “Terms and Conditions” stated on page 9 in the New Vehicle Limited Warranty also apply to this warranty.





## **Scheduled Maintenance**

### **First vehicle inspection**

At 600 miles we require the vehicle to come back to the distributor for a routine vehicle inspection and service. The cost of this vehicle inspection is free of charge and is carried out to ascertain if any vehicle adjustments may be needed once the vehicle has been used for a while. This inspection is a compulsory part of the 5-year warranty.

### **Intervals**

For a full description of your routine maintenance schedule, refer to your Owner's Manual.

As described in the owner's manual, Bermuda driving conditions are deemed to be "severe" and require appropriate maintenance intervals. The driving conditions that are deemed severe are items A,B,D,F,K. Therefore the vehicle service intervals are every 6,000 miles or 6 months whichever comes first. Failure to adhere to the prescribed service program will render the vehicle warranty invalid.

### **Records**

All records of your vehicles maintenance and service is available at the Bermuda Kia Distributor.

## **Emergency Road Service**

If for any reason your vehicle should suffer an emergency situation and the vehicle cannot be driven to Bermuda Motors for repair. Please contact one of the listed towing partner who will retrieve the vehicle and deliver it to us if outside business hours:

**Paynters Towing Service: 441-747-9831**

### **Service**

During working hours please contact the Service Department.

### **Service Number**

**441-292-0893**

**During working hours, 8.00 a.m. to 5.30 p.m.,  
Monday-Friday**



## **Customer Experience Procedures**

### **Kia Owner Satisfaction and Assistance**

Kia Bermuda, and your Kia Dealer Bermuda Motors Limited are dedicated to serving all of your automotive needs. Your complete satisfaction is our primary concern. Your Kia Dealer is ready to assist you with your vehicle purchase, parts, and service maintenance requirements.

Normally, any questions or concerns with the purchase transaction or the operation of your vehicle will be resolved by your Dealership's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

#### **STEP ONE:**

Discuss your concern with the appropriate department Manager at the Dealership: the Sales Manager, the

Service Manager or the Parts Manager. Normally, concerns can be resolved through this step.

#### **STEP TWO:**

If the problem has already been reviewed with the Sales, Service, or Parts Manager, and your concern is still not resolved, contact the General Manager or the owner of the Dealership.

#### **STEP THREE:**

If the concern has still not been resolved to your satisfaction please contact Consumer Affairs who will mediate any conflict regarding your vehicle and the Kia Distributor:

Bermuda Consumer Affairs  
2<sup>nd</sup> Floor Ingham and Wilkinson Building  
129 Front Street Hamilton HM 12  
BERMUDA  
Phone: 441-297-7627



Kia Bermuda as used in this warranty refers to the authorized dealer in Bermuda permitted to distribute Kia Vehicles. When contacting Kia in Bermuda, please remember that your concern will likely be resolved at the Kia Dealership, using the Dealer's facilities, equipment, and personnel. Please ensure that you have followed step One and Two first, if you have a concern.

Kia encourages customers to call our service number number for assistance. However, if a customer wishes to write to Kia Bermuda, the letter should be addressed to Kia Bermuda Customer Experience Department with the above information at:

Bermuda Motors Limited  
P.O. Box HM 454  
Hamilton HM BX  
Bermuda

Please visit our website [www.bermudamotors.bm](http://www.bermudamotors.bm)

### **After Word**

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