



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

January 13, 2026

Dear Kia Vehicle Owner:

We write in relation to the trend of vehicle thefts involving Kia vehicles that has been fueled by social media over the last several years.

In response to this trend, we engineered a **software upgrade** that addresses the social media theft method and made it available to owners of eligible models free of charge at authorized Kia dealers since 2023. If you are an owner of an eligible model and have not already obtained this software upgrade, please contact your local Kia dealer to schedule an appointment. To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can find a list of vehicle models eligible for the software upgrade by visiting <https://customercare.kiausa.com/SWLD>.

***IF YOU HAVE ALREADY RECEIVED THE SOFTWARE UPGRADE, AS A REMINDER, PLEASE REMEMBER TO ALWAYS USE THE VEHICLE'S KEY FOB TO ENSURE THAT THE VEHICLE IS LOCKED, AND THE SOFTWARE IS ARMED AFTER YOU EXIT THE VEHICLE.***

#### **NOW AVAILABLE: ANTI-THEFT IGNITION CYLINDER PROTECTOR**

In addition to the anti-theft software, we've developed a new **zinc-reinforced ignition cylinder protector hardware upgrade** that can be installed at the ignition cylinder location to provide additional protection against the social media theft method. Because your Kia vehicle ("Subject Vehicle") was not factory-equipped with an engine immobilizer and was previously eligible for the software upgrade, you are eligible until March 31, 2027, to have the ignition cylinder protector installed—if you request it—at **no cost** to you through an authorized Kia dealership. Please visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button ("Dealers" on a mobile device) to schedule an appointment with your preferred local authorized Kia dealer to have the zinc-reinforced ignition cylinder protector installed on your vehicle on or before March 31, 2027, at no cost to you. If you have more than one Kia vehicle, you can verify which vehicle this notice pertains to by visiting <https://customercare.kiausa.com/SWLD>.

If an authorized Kia dealer cannot or will not schedule an appointment for installation of the ignition cylinder protector by March 31, 2027, you may contact Kia Customer Care online at [kia.com](http://kia.com) (Owners>Contact Us) or call 800.333.4Kia(4542) before March 31, 2027, and, upon such contact, be eligible to have the ignition cylinder protector installed beyond the initial eligibility period, at no cost to you.

#### **CONSUMER COMPENSATION**

Additionally, if you are a consumer whose Subject Vehicle was equipped with the software upgrade at the time of a theft or attempted-theft incident that occurred on or after April 29, 2025, or you can provide documentation to show that you had an appointment scheduled to receive the software upgrade at the time of a theft or attempted-theft incident that occurred on or after April 29, 2025, then you may be entitled to compensation for certain theft and attempted-theft related expenses. To receive compensation, you must submit a valid and timely claim by March 31, 2027.

For more information about your eligibility and how to submit a valid and timely claim, please visit [www.HKMultistateimmobilizersettlement.com](http://www.HKMultistateimmobilizersettlement.com). If you have any questions, you may contact 800.333.4Kia(4542).

***YOU ARE ONLY ELIGIBLE FOR CONSUMER COMPENSATION IF YOUR VEHICLE QUALIFIES FOR THE SOFTWARE UPGRADE AND YOU (1) ALREADY HAD THE SOFTWARE UPGRADE INSTALLED, OR (2) YOU HAD A PENDING APPOINTMENT TO RECEIVE THE SOFTWARE UPGRADE AT THE TIME OF THE THEFT OR ATTEMPTED THEFT.***

Thank you for your attention to this matter and for your continued interest in Kia.

Very truly yours,

Customer Care Department