

**CS1604/WTY006 – ALL 2011-2013 MY and SOME 2014 MY OPTIMA VEHICLES
MOTOR DRIVEN POWER STEERING (MDPS) FLEXIBLE COUPLING
CUSTOMER SATISFACTION / KIA NEW VEHICLE LIMITED WARRANTY EXTENSION PROGRAM
Q & A**

- Q.1 Why is Kia conducting a Customer Satisfaction/Warranty Extension Program on the Motor Driven Power Steering (MDPS) Flexible Coupling?**
- A.1 *The MDPS unit may experience noise when turning the steering wheel left or right, especially while the vehicle is stopped. Kia's analysis has identified that this condition occurs mainly in extremely high humidity states adjacent to warm ocean waters due to the wear of the flexible coupling in the MDPS, after extended usage over years.*
- Q.2 What vehicles are covered under the terms of this Customer Satisfaction/Warranty Extension Program?**
- A.2 *All 2011-2013 MY and some 2014 MY Optima vehicles.*
- Q.3 What will Kia do?**
- A.3 *Kia dealers will replace the flexible coupling in those vehicles sold or currently registered in extremely high humidity states adjacent to warm ocean waters with a new one at no cost to the customer, if it had not been previously replaced under warranty, when the customer brings their vehicle into the dealership for servicing.*
- For vehicles sold or registered in all other states, Kia is extending the warranty on the flexible coupling in the MDPS from 5 years /60,000 miles to 10 years/ unlimited mileage.*
- Q.4 Which States are considered Extremely High Humidity States Adjacent to Warm Ocean Waters?**
- A.4 *Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, South Carolina, and Texas.*
- Q.5 My vehicle was purchased and is registered outside of the Extremely High Humidity States Adjacent to Warm Ocean Waters. Will the dealer replace the flexible coupling in the MDPS in my vehicle?**
- A.5 *Although the condition is heavily focused on extremely high humidity states adjacent to warm ocean waters, Kia is extending the warranty on the flexible coupling in the MDPS from 5 years/60,000 miles to 10 years/unlimited mileage, starting from the date of first service. If the condition described above occurs during the extended warranty period, the flexible coupling in the MDPS will be replaced at no cost to the customer.*
- Q.6 Does this warranty extension also extend the warranty on other vehicle components?**
- A.6 *No. This warranty extension is limited to the flexible coupling in the MDPS. The remainder of the New Vehicle Limited Warranty for components other than the flexible coupling remains unchanged. All other warranty terms, limitations and conditions apply and remain unchanged.*
- Q.7 What should vehicle owners do when they receive the Customer Satisfaction/Warranty Extension notice?**
- A.7 *For vehicles sold or currently registered in extremely high humidity states adjacent to warm ocean waters: (AL, FL, GA, HI, LA, MS, NC, SC, and TX), owners are to contact their Kia dealer to schedule an appointment to have the repair performed.*

For vehicles sold or registered in all other states, owners should place the letter in the glove compartment of their vehicle along with the vehicle's other warranty information for reference in the event the condition occurs in the future.

Q.8 Does the warranty extension apply to used vehicles?

A.8 *Yes, provided the vehicle falls within the parameters of this warranty extension (10 years from the date of first service by the original vehicle owner).*

Q.9 If a customer has an immediate question, where can they get further information?

A.9 *The customer can contact their local dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.*

Q.10 What about customers who may have already paid to have the MDPS repaired?

A.10 *Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Owners should mail the Request for Reimbursement form along with their documentation directly to Kia for review and consideration at the following address:*

*Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)*