

**2012-2013 MY OPTIMA BRAKE PEDAL STOPPER PAD
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A**

Q.1 Why is Kia extending the warranty on the brake pedal stopper pad?

A.1 *Kia takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the warranty coverage, to all owners, for the brake pedal stopper pad.*

Q.2 What is the term of the warranty extension on the brake pedal stopper pad?

A.2 *Kia is extending the warranty coverage for brake pedal stopper pad from 5-years/60,000-mile to 15-years with unlimited mileage from the date of first service.*

Q.3 What vehicles are covered under the terms of this warranty extension?

A.3 *All 2012-2013 MY Optima (QF) vehicles manufactured at KMMG from August 12, 2011 through September 27, 2013.*

Q.4 Does this warranty extension also extend the warranty on other vehicle components?

A.4 *No. This warranty extension is limited to the brake pedal stopper pad and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty*

Q.5 What should vehicle owners do when they receive the warranty extension notice?

A.5 *If you experience the continuous illumination of the stop lamps, contact your nearest Kia dealer to have your vehicle diagnosed and repaired. Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. When seeking service, refer the letter to your servicing dealer. If you sell your vehicle, ensure that this letter is included with the documents provided to the buyer.*

Q.6 The stop lamps are continuously illuminated. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A.6 *Yes. If, at any time within the extended warranty period, the stop lamps illuminate continuously, the Kia dealership will diagnose the cause at no cost to the vehicle owner.*

*If the diagnosis indicates the brake pedal stopper pad is worn, Kia will replace the brake pedal stopper pad at **no cost** to the vehicle owner.*

Q.7 What happens if the continuous illumination of the stop lamps is due to an issue unrelated to the brake pedal stopper pad?

A.7 *If another issue exists with the stop lamps, the vehicle owner will be advised of that condition and of the expense of the repair needed to correct the condition as those repairs will not be covered by this warranty extension.*

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

A.8 *Yes, provided the vehicle falls within the parameters of this warranty extension (15 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 this issue remedied?

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)*