



WTY023 - MOTOR DRIVEN POWER STEERING (MDPS)
2016-2017 MY KIA SORENTO, 2016-2017 MY KIA OPTIMA, 2017 MY KIA OPTIMA HEV/PHEV VEHICLES
NEW VEHICLE LIMITED WARRANTY EXTENSION

Q & A
January 5, 2022

Q1. Why is Kia extending the Motor Driven Power Steering (MDPS) unit?

A1. *Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for the Motor Driven Power Steering (MDPS) unit, also known as Electronic Power Steering (EPS) unit. This warranty extension is to address any concerns with the functionality of the MDPS unit.*

Q2. What is the term of the warranty extension on the Motor Driven Power Steering (MDPS) unit?

A2. *Kia is extending the New Vehicle Limited Warranty coverage for the MDPS unit from 5 years/60,000 miles to 15 years/150,000 miles, whichever comes first, starting from the date the vehicle was first put into service.*

Q3. What vehicles are covered under the terms of this warranty extension?

A3. *All 2016-2017 MY Sorento vehicles manufactured from October 27, 2014 through April 13, 2017; All 2016-2017 MY Optima vehicles manufactured from August 28, 2015 through May 2, 2017; and All 2017 MY Optima HEV/PHEV vehicles manufactured from June 27, 2016 through July 6, 2017.*

Q4. Does this warranty extension also extend the warranty on other vehicle components?

A4. *No. This warranty extension is limited to the MDPS unit and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.*

Q5. What should vehicle owners do when they receive the warranty extension notice?

A5. *Owners are to contact their nearest Kia dealer to have their vehicle diagnosed in the event of illumination of the EPS warning light. Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. Owners are to provide the letter to their servicing dealer when seeking service. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.*

Q6. If the EPS warning light is illuminated, does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A6. *Yes. If, at any time within the extended warranty period, concerns related to the illumination of the EPS warning light, the Kia dealership will diagnose the cause at no cost to the vehicle owner.*

If the diagnosis indicates that the condition is caused by one of the components covered by this warranty extension, Kia will replace the specific failed component at no cost to the vehicle owner.

Q7. What happens if the concerns with the EPS warning light are due to an issue unrelated to the MDPS unit?

A7. *If another issue exists with the system, 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.*

Q8. Does the warranty extension apply to used vehicles?

A8. Yes, provided the vehicle falls within the parameters of this warranty extension (15 years / 150,000 miles, whichever comes first, starting from the date the vehicle was first put into service).

Q9. If an owner has an immediate question, where can they get further information?

A9. The customer can contact their local Kia dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Q10. What about owners who may have already paid to have this issue remedied?

A10. 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. They may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration at the following address:

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