



WTY029 - HIGH-VOLTAGE BATTERY SAFETY PLUG FUSE
2013-2016 MY OPTIMA HYBRID VEHICLES
HYBRID SYSTEM WARRANTY EXTENSION
Q & A
September 28, 2022

Q1. Why is Kia extending the warranty for high-voltage battery safety plug fuse failure?

A1. *Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, Kia is extending the Hybrid System Limited Warranty coverage for the high-voltage battery safety plug fuse. This warranty extension is to address certain concerns related to the potential failure of the high-voltage battery safety plug fuse.*

Q2. What is the term of the warranty extension for the high-voltage battery safety plug fuse?

A2. *Kia is extending the Hybrid System Limited Warranty coverage for the high-voltage battery safety plug fuse in 2013-2016 MY Optima Hybrid vehicles from 10 years / 100,000 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 2013-2016 MY Optima Hybrid vehicles.*

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

A4. *No. This warranty extension is limited to certain high-voltage battery safety plug fuse failure conditions and does not alter the limitations and exclusions contained in the Hybrid System Warranty.*

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

A5. *Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. However, owners are to contact their nearest Kia dealer to have their vehicle diagnosed if their vehicle displays any "Hybrid System Warning" message(s) in the instrument cluster display and/or the customer sees visible smoke and/or smells a burning odor. Vehicle 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 customer's vehicle displays any "Hybrid System Warning" message(s) in the instrument cluster display and/or the customer sees visible smoke and/or smells a burning odor, 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, the customer's vehicle displays any "Hybrid System Warning" message(s) in the instrument cluster display and/or the customer sees visible smoke and/or smells a burning odor an authorized Kia dealership will diagnose the cause **at no cost to the vehicle owner.***

Should one of the conditions described above be diagnosed as being due to a failed high-voltage battery safety plug fuse, Kia authorizes its dealers to replace the high-voltage battery safety plug fuse at no cost to the customer under this warranty extension program.

Q7. Does the warranty extension apply to used vehicles?

A7. 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).

Q8. What if the owner previously had an aftermarket high-voltage battery safety plug fuse installed in the vehicle. Can the customer get that replaced with a Kia genuine safety plug fuse at no cost?

A8. Yes. If the vehicle owner previously had the high-voltage battery safety plug fuse replaced in their vehicle at an independent auto repair shop, owners can schedule an appointment with an authorized Kia dealer to have a genuine Kia high-voltage battery safety plug fuse installed in their vehicle at no cost.

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 Customer Care 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:

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

Kia will review and respond to the claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.