



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2013-2016 MY KIA OPTIMA HYBRID VEHICLES  
HIGH-VOLTAGE BATTERY SAFETY PLUG FUSE  
HYBRID SYSTEM WARRANTY EXTENSION**

**PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**

September 30, 2022

Dear Kia Optima Hybrid Owner:

Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, Kia is extending the Hybrid System 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. This warranty extension addresses, at no cost to you, certain concerns related to the potential failure of the high-voltage battery safety plug fuse.

**Warranty Extension Coverage:**

- If, at any time within the extended warranty period, your vehicle displays any “**Hybrid System Warning**” message(s) in the instrument cluster display and/or you see visible smoke and/or smell a burning odor, your authorized Kia dealership will diagnose the cause at no cost to you.
- Should one of the conditions described above be diagnosed as being due to a **failed high-voltage battery safety plug fuse**, your authorized Kia dealership will repair the cause **at no cost to you under this warranty extension.**
- If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension and your dealer will advise you what the associated repair cost(s) will be.
- This extension to Kia’s Hybrid System Warranty does not alter the limitations and exclusions contained in that Hybrid System Warranty including abuse, neglect, or external damage.

**What Should You Do?**

- Unless you experience any of the above-mentioned concerns, you **DO NOT** need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.
- However, if your vehicle displays any “**Hybrid System Warning**” message(s) in the instrument cluster display and/or you see visible smoke and/or smell a burning odor, please contact an authorized Kia dealership to make an appointment to have your vehicle diagnosed at no cost to you.
- In addition, if you previously had the high-voltage battery safety plug fuse replaced in your vehicle at an independent auto repair shop, please schedule an appointment with an authorized Kia dealer to have a genuine Kia high-voltage battery safety plug fuse installed in your vehicle. The fuse will be replaced at no cost to you.
- 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 also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

### **What If You Have Already Paid To Have This Situation Corrected?**

If you have incurred expense to replace the high-voltage battery safety plug fuse in your vehicle prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### **Have You Changed Your Address Or Sold Your Kia?**

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Customer Care Center phone number listed above.

### **What If You Have Other Questions?**

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact 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](http://www.kia.com).

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Customer Care Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code**