



WTY030 - HALOGEN HEADLAMP HIGH BEAM FUNCTIONALITY
2020 MY KIA TELLURIDE LX/S/EX VEHICLES
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A
April 24, 2023

Q1. Why is Kia extending the warranty for halogen head-lamp assembly failure?

A1. *Kia America, Inc. takes pride in providing customers with high quality and dependable vehicles. To maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for the halogen headlamp assembly. This warranty extension is to address a loss of high-beam functionality related to the potential failure of the halogen headlamp assembly.*

Q2. What is the term of the warranty extension for the halogen head-lamp assembly?

A2. *Kia is extending the New Vehicle Limited Warranty coverage for the halogen headlamp assembly in certain 2020 MY Telluride LX/S/EX vehicles 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. *Certain 2020 MY Telluride LX/S/EX vehicles.*

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

A4. *No. This warranty extension is limited to certain halogen headlamp assembly failure conditions 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 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 they experience a loss of high-beam functionality. 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 experiences a loss of high-beam functionality, 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 experiences a loss of high-beam functionality, an authorized Kia dealership will diagnose the cause **at no cost to the vehicle owner.***

Should the loss of high-beam functionality be diagnosed as being due to a failed halogen headlamp assembly, Kia authorizes its dealers to replace the halogen headlamp assembly 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. If an owner has an immediate question, where can they get further information?

A8. 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.

Q9. What about owners who may have already paid to have this issue remedied?

A9. 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.