



WTY033 - LOW-PRESSURE FUEL PUMP LEAK
2018-2019 MY KIA SORENTO VEHICLES
NEW VEHICLE LIMITED WARRANTY EXTENSION
Q & A
June 27, 2023

Q1. Why is Kia extending the New Vehicle Limited Warranty on the low-pressure fuel pump?

A1. *Kia America, Inc. takes pride in providing high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for repairs related to the low-pressure fuel pump. The low-pressure fuel pump in the subject vehicles may develop a fuel leak over time and after prolonged exposure to extreme high temperatures due to insufficient thickness of the fuel pump port.*

Q2. What is the term of the warranty extension on the low-pressure fuel pump?

A2. *Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for the low-pressure fuel pump on 2018-2019 MY Sorento vehicles from 5 years / 60,000 miles to 15 years / unlimited 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 2018-2019 MY Sorento vehicles.*

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

A4. *No. This warranty extension is limited to the low-pressure fuel pump 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. Owners are to contact their nearest Kia dealer to have their vehicle diagnosed if they experience a fuel odor and/or a fuel leak. 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. There are concerns with the vehicle's low-pressure fuel pump. 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 fuel odor and/or a fuel leak, an authorized Kia dealership will diagnose the cause **at no cost to the vehicle owner.***

Dealers will inspect the low-pressure fuel pump to determine if fuel is leaking at the fuel pump port. If a leak is found at the fuel pump port, the low-pressure fuel pump will be repaired by replacing the fuel plate and bracket with a new one at no cost to the customer under this warranty extension.

Q7. Does the warranty extension apply to used vehicles?

A7. *Yes, provided the vehicle falls within the parameters of this warranty extension (15 years / unlimited 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 authorized 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.