



2019-2021 MY SEDONA, 2017-2020 MY CADENZA, AND 2019-2020 MY SORENTO (3.3L V6) VEHICLES
HIGH-PRESSURE FUEL PUMP

NEW VEHICLE LIMITED WARRANTY EXTENSION (WTY034)

Q & A

May 22, 2024

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

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 repairs related to the high-pressure fuel pump. The fuel control valve (FCV) plunger in the vehicle's high-pressure fuel pump may wear unevenly, and, over time, become stuck in the open position. If this condition occurs, the customer may experience rough running, engine hesitation, and/or illumination of the 'Malfunction Indicator Lamp' (MIL). In rare cases, the engine may shut off while the vehicle is at a stop, although it can be immediately restarted (after shifting into Neutral or Park).*

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

A2. *Kia is extending the New Vehicle Limited Warranty coverage for repairs related to the high-pressure fuel pump for eligible vehicles from 5 years / 60,000 miles to 15 years / 180,000 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?

*2019-2021 MY Sedona vehicles manufactured from February 13, 2018 through July 8, 2020,
2017-2020 MY Cadenza vehicles manufactured from June 2, 2016 through October 15, 2020, and
2019-2020 MY Sorento vehicles equipped with 3.3L V6 Engines manufactured from January 24, 2018 through
October 15, 2020.*

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

A4. *No. This warranty extension is limited to the high-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 rough running, engine hesitation, and/or illumination of the 'Malfunction Indicator Lamp' (MIL). 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 high-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 rough running, engine hesitation, and/or illumination of the MIL, and/or engine shut-off while at a stop, Kia authorizes its dealers to diagnose the cause at no cost to the customer.*

Dealers will inspect the vehicle and check for DTC P0088 (Fuel Rail/System Pressure Too High). If this DTC is determined to be caused by the high-pressure fuel pump, the high-pressure fuel pump will be replaced with a new one free of charge 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 / 180,000 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 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.