



August 14, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2021-2022 MY K5 vehicles, manufactured from February 23, 2021 through May 3, 2021, that were originally sold in or are currently registered in one of the 7 high-heat states (AZ, FL, HI, LA, MS, NV, and TX).

The Heating, Ventilation, and Air Conditioning (HVAC) system provides cooling and heating to help maintain a comfortable environment inside the vehicle. The blower motor provides primary airflow for the HVAC system. Extended use of the HVAC at high fan speeds may cause damage to the multi-fuse terminals for the HVAC blower motor circuit, which can cause the blower motor to become inoperative, resulting in reduced heat and air conditioning airflow.

Dealers will relocate the blower motor 40-ampere fuse to another circuit within the multi-fuse which has an increased terminal width. This campaign will be performed free of charge at no cost to the customer.

In addition, Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for repairs related to the HVAC blower motor in 2021-2022 MY K5 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.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of August 14, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **August 16, 2024**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department

Enclosures