



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

VOLUNTARY SERVICE CAMPAIGN & NEW VEHICLE LIMITED WARRANTY EXTENSION

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

August 16, 2024

Dear Kia K5 Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to relocate and install an improved blower motor 40amp fuse, with an increased terminal width, within the front wiring harness fuse box assembly in certain 2021-2022 MY K5 vehicles 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). Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

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.

What Will Kia Do?

Kia 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 you**.

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.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the repair can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience.
- To find your nearest dealer, visit 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*):



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.

What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you 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.

Please accept our apologies for any inconvenience this situation may cause you.

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 App instructions.***