



2021-2022 MY K5 VEHICLES - HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) BLOWER MOTOR
VOLUNTARY SERVICE CAMPAIGN (SC307)

Q & A

August 14, 2024

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2021-2022 MY K5 vehicles.*

Q2. What vehicles are affected by the service campaign?

A2. *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).*

Q3. How many customer vehicles are affected by this service campaign?

A3. *Approximately 5,679 vehicles.*

Q4. What is the concern with the HVAC blower motor?

A4. *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.*

Q5. Can you describe the service campaign fix?

A5. *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.

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **August 16, 2024**.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *Yes. The campaign only applies to vehicles originally retailed or currently registered in one of the 7 high-heat states. The 7 high-heat states are: AZ, FL, HI, LA, MS, NV, and TX.*

Q10. If a customer's vehicle was previously registered in one of the high-heat states but has since moved, will Kia repair their vehicle?

A10. The situation must be handled on a case-by-case basis depending on the length of time the vehicle was operated in a high-heat state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.

Q11. If a customer has an immediate question, where can they get further information?

A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via <https://customercare.kiausa.com>.

Q12. What about owners who may have already paid to have this issue remedied?

A12. 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 <https://customercare.kiausa.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 may request more information to evaluate the claim.