



August 14, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for repairs related to the Heating, Ventilation, and Air Conditioning (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. 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.

If, at any time during the extended warranty coverage, the customer experiences loss of or reduced HVAC airflow, Kia authorizes its dealers to diagnose the cause free of charge at no cost to the customer.

Should the loss of or reduced HVAC airflow be diagnosed as being due to damaged multi-fuse terminals within the HVAC blower motor circuit, Kia authorizes its dealers to relocate the blower motor 40-ampere fuse to another circuit within the multi-fuse which has an increased terminal width free of charge at no cost to the customer under this warranty extension.

This is **NOT** a service campaign that requires a mandatory repair for all eligible vehicles. Dealers should not perform any diagnosis or repair under this warranty extension program unless the vehicle experiences loss of or reduced HVAC airflow. Proof of condition may be required.

NOTE: This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including failure of the causal part due to abuse, neglect, or external damage to the related components.

The Technical Service Bulletin (TSB) that provides vehicle repair procedures will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com, and the Warranty Bulletin describing this warranty extension will be posted on kdealer.com on or around **August 14, 2024**.

NOTE: Until the TSB for this warranty extension becomes available, dealers are to perform the diagnosis and repair as necessary on any affected vehicles under Kia's factory warranties. If a subject vehicle falls outside of its warranty (either by time or mileage), dealers are to perform the diagnosis and repair under goodwill to ensure that the diagnosis and repair of the symptoms covered under this warranty extension program are free of charge to the customer.

OWNER NOTIFICATION

Kia will notify owners advising them of the Warranty Extension Program beginning on **August 16, 2024**. Note that owners who have incurred expenses to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense by submitting receipts online to Kia via <https://customercare.kiausa.com> or by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

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 warranty extension campaign, and for no other purpose.

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

Sincerely,

Kia Service Department

Enclosures