



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2021-2022 MY KIA K5 VEHICLES
HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) BLOWER MOTOR
NEW VEHICLE LIMITED WARRANTY EXTENSION**

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

August 16, 2024

Dear Kia K5 Owner:

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, 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.

Warranty Extension Coverage:

- If at any time within the extended warranty period your vehicle experiences loss of or reduced HVAC airflow, your authorized Kia dealership will **diagnose the cause free of charge at no cost to you.**
- Should the loss of or reduced HVAC airflow be diagnosed as being due to **damaged multi-fuse terminals within the HVAC blower motor circuit**, your authorized Kia dealership will 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 you under this warranty extension.**
- **If diagnosis reveals the cause of the HVAC airflow issue is not due to damaged multi-fuse terminals within the HVAC blower motor circuit, any necessary repairs will NOT be covered under this warranty extension** and your dealer will advise you what the associated repair cost(s) will be if no warranty coverage applies.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

What Should You Do?

- Unless your vehicle experiences loss of or reduced HVAC airflow, you DO NOT need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.
- However, if your vehicle does experience the above concern, please contact an authorized Kia dealership as soon as possible to make an appointment to have your vehicle diagnosed free of charge at no cost to you.
- 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*):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via <https://customercare.kiausa.com> or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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. You can also contact the Customer Care Center phone number listed above.

What If You Have Other Questions?

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or via <https://customercare.kiausa.com>.

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

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.*