2023-2025 MY SPORTAGE, SPORTAGE HEV, AND SPORTAGE PHEV VEHICLES
REAR SHOCK ABSORBER
NEW VEHICLE LIMITED WARRANTY EXTENSION (WTY047)
Q & A
September 9, 2026

Q1. Why is Kia extending the New Vehicle Limited Warranty for the rear shock absorbers?

A1. Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for certain repairs related to oil leakage from the rear shock absorbers. This warranty extension is to address concerns involving oil leakage from the rear shock absorbers which may cause abnormal noise while driving.

Q2. What is the term of the warranty extension for the rear shock absorbers?

A2. Kia is extending the New Vehicle Limited Warranty coverage to all owners for certain repairs related to oil leakage from the rear shock absorbers for eligible vehicles (listed in A3) from 5 years / 60,000 miles to 7 years / 90,000 miles, whichever comes first, starting from the date the vehicle was first put into service.

Q3. What vehicles are covered under the terms of this warranty extension?

A3. The following vehicles that were originally sold in or are currently registered in states where heavy amounts of road salt are used:

- *Certain 2023-2025 MY Sportage vehicles manufactured from December 15, 2021 through January 21, 2025*
- *Certain 2023-2025 MY Sportage Hybrid (HEV) vehicles manufactured from March 2, 2022*
- *Certain 2023-2025 MY Sportage Plug-in Hybrid (PHEV) vehicles manufactured from June 16, 2022 through January 22, 2025*

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Q4. Does this warranty extension also extend the warranty on other vehicle components?

A4. No. This warranty extension is limited to the oil leakage from the rear shock absorbers condition and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.

Q5. What should vehicle owners do when they receive the warranty extension notice?

A5. Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. Owners are to contact their nearest Kia dealer to have their vehicle diagnosed if the customer experiences abnormal noise from the rear shock absorbers while driving. Vehicle owners are to provide the letter to their servicing dealer when seeking service. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.

Q6. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A6. Yes. If, at any time within the extended warranty period, the customer experiences abnormal noise from the rear shock absorbers while driving or oil leakage from the rear shock absorbers, Kia authorizes its dealers to diagnose the cause free of charge at no cost to the customer.

If, at any time within the extended warranty period, dealers inspect and confirm the presence of corrosion and oil leaking from either left or right rear shock absorber, Kia authorizes its dealers to replace the affected rear shock absorber with an improved one free of charge at no cost to customers under this warranty extension.

Q7. What happens if the diagnosis reveals the abnormal noise while driving is due to an unrelated issue?

A7. If diagnosis reveals that the above symptom is not due to the presence of corrosion and oil leaking from either left or right rear shock absorber, any necessary repairs will NOT be covered under this warranty extension and your dealer will advise the customer what the associated repair cost(s) will be if no warranty coverage applies.

Q8. Does the warranty extension apply to used vehicles?

A8. Yes, provided the vehicle falls within the parameters of this warranty extension (7 years / 90,000 miles, whichever comes first, starting from the date the vehicle was first put into service).

Q9. If an owner has an immediate question, where can they get further information?

A9. The customer can contact their authorized Kia dealer or 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.

Q10. What about owners who may have already paid to have this issue remedied?

A10. 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 http://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 it may request more information to evaluate the claim.