



**SC135/WTY009 – EVAPORATIVE CANISTER
VOLUNTARY EMISSIONS SERVICE CAMPAIGN / WARRANTY EXTENSION PROGRAM
FREQUENTLY ASKED QUESTIONS**

Q.1 What sort of campaign is Kia conducting?

A.1 *Kia Motors America, Inc. is conducting a Voluntary Emissions Service Campaign/Warranty Extension Program to inspect the evaporative canister.*

Q.2 What vehicles are affected by this campaign?

A.2 *Kia has determined that the following Kia vehicles originally sold or currently registered in states where heavy amounts of road salt are used, may exhibit an evaporative canister leak due to prolonged exposure to road salt:*

***Certain 2011-2015 MY Optima vehicles produced from 9/2/2010 through 11/29/2014
Certain 2011-2015 MY Optima Hybrid vehicles produced from 2/15/2011 through 11/29/2014
Certain 2009-2010 MY Rondo vehicles produced from 4/1/2009 through 7/30/2010
Certain 2009-2014 MY Sedona vehicles produced from 4/1/2009 through 6/17/2014***

The twenty-eight salt belt states are: AK, CT, DE, IA, IL, IN, MA, MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV, KS, KY, NE, ND, SD, UT, and the District of Columbia.

Q.3 How many customer vehicles are affected by this campaign?

A.3 *Approximately 258,470 Kia vehicles are affected by this campaign.*

Q.4 What is the concern with the evaporative canister?

A.4 *Kia has determined that the Kia vehicles listed above that were originally sold or are currently registered in states where heavy amounts of road salt is used, may exhibit an evaporative canister leak due to prolonged exposure to road salt. A leak in the evaporative canister may cause the vehicle to release air pollutants which exceed Federal and California emissions standards. These standards were established to protect your health and welfare from the dangers of air pollution.*

Q.5 Can you describe the Service Campaign / Warranty Extension and fix?

A.5 ***For vehicles originally sold or currently registered in one of the 28 salt belt states, Kia dealers will inspect the evaporative canister and if no leak is found, the bracket will be replaced with a new improved part. If a crack in the evaporative canister is found, the canister will be replaced with a new improved part.***

For vehicles originally sold and currently registered in all other states, Kia is extending the warranty on the evaporative canister from 5 years/60,000 miles to 10 years/120,000 miles, whichever occurs first starting from the date of first service. The remainder of the new vehicle limited warranty for components other than the evaporative canister remains unchanged at 5 years/60,000 miles. All other warranty terms, limitations and conditions apply and remain unchanged.

Q.6 What should vehicle owners do when they receive the emissions service campaign and warranty extension notice?

A.6 ***For vehicles originally sold or currently registered in one of the 28 salt belt states, owners are to contact their Kia dealer to schedule an appointment to have the repair performed.***

For vehicles originally sold and currently registered in all other states, owners are to place the letter in the glove compartment of their vehicle along with the vehicle's other warranty for future reference in the event the need arises to seek service regarding the evaporative canister.

A.7 Have there been any deaths or injuries as a result of this issue?

A.7 No

Q.8 Has Kia had any litigation regarding this issue?

A.8 No

Q.9 Will this cost the vehicle owners any money?

A.9 *It will not cost the customer any money to have the service campaign performed.*

Q.10 How long will the repair take?

A.10 *The time it takes to perform the repair can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q.11 How will owners of the affected vehicles be notified?

A.11 *Kia will be notifying owners of the affected vehicles by first-class mail beginning on September 19, 2016.*

Q.12 Where were the vehicles produced?

A.12 *The affected vehicles were produced at Kia assembly plants in Korea.*

Q.13 Are there any restrictions on an owner's eligibility?

A.13 No.

Q.14 Does this warranty extension apply to used vehicles?

A.14 *Yes, provided the vehicle falls within the parameters of this warranty extension (10 years or 120,000 miles whichever occurs first from the date of first service).*

Q.15 If a customer has an immediate question, where can they get further information?

A.15 *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*