

**2012-2013 MY SOUL AND 2014 MY CADENZA VEHICLES
MOTOR DRIVEN POWER STEERING (MDPS) FLEXIBLE COUPLING
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION PROGRAM
Q & A**

Q.1 Why is Kia conducting a Warranty Extension Program on the Motor Driven Power Steering (MDPS) Flexible Coupling?

A.1 *Kia 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 the MDPS in the event the MDPS unit experiences noise when turning the steering wheel left or right, especially while the vehicle is stopped.*

Q.2 What vehicles are covered under the terms of this Warranty Extension Program?

A.2 *All 2012-2013 MY Soul and 2014 MY Cadenza vehicles.*

Q.3 What will Kia do?

A.3 *Kia is extending the warranty on the flexible coupling in the MDPS from 5 years /60,000 miles to 10 years/ unlimited mileage.*

Q.4 Does this warranty extension also extend the warranty on other vehicle components?

A.4 *No. This warranty extension is limited to the flexible coupling in the MDPS. The remainder of the New Vehicle Limited Warranty for components other than the flexible coupling remains unchanged. All other warranty terms, limitations and conditions apply and remain unchanged.*

Q.5 What should vehicle owners do when they receive the Warranty Extension notice?

A.5 *If noise is heard coming from the steering wheel when turning left or right, especially while the vehicle is stopped, owners are to contact their nearest Kia dealer to have their vehicle diagnosed. If, upon receipt of the warranty extension notice, no noise is heard, owners should place the letter in the glove compartment of their vehicle along with the vehicle's other warranty information for reference in the event the condition occurs in the future. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.*

Q.6 Does the warranty extension apply to used vehicles?

A.6 *Yes, provided the vehicle falls within the parameters of this warranty extension (10 years from the date of first service by the original vehicle owner).*

Q.7 The MDPS unit is making noise. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A.7 *Yes. If, at any time within the extended warranty period, the MDPS unit makes noise when turning the steering wheel right or left, the Kia dealership will diagnose the cause at no cost to the customer.*

If the diagnosis indicates premature wear of the MDPS flexible coupling, Kia will replace it at no cost.

Q.8 What happens if the steering noise is due to an issue unrelated to the MDPS flexible coupling?

A.8 *If another issue exists with the MDPS, the vehicle owner will be advised of that condition and of the expense of the repair needed to correct the condition as those repairs will not be covered by this warranty extension.*

Q.9 If a customer has an immediate question, where can they get further information?

A.9 *The customer can contact their local dealer or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.*

Q.10 What about owners who may have already paid to have the MDPS repaired?

A.10 *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. Owners may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with the Request for Reimbursement form along with a cover letter directly to Kia for review and consideration:*

*Consumer Assistance Center
Kia Motors 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.