

**2011-2013 MY OPTIMA AND OPTIMA HYBRID HEADLAMP ASSEMBLY
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION PROGRAM
Q & A**

Q.1 Why is Kia conducting a Warranty Extension Program on the Headlamp Assembly?

A.1 *Kia takes pride in providing its customers with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for the Headlamp Assembly if the reflector in the low beam headlamp housing deteriorates, resulting in a gradual dimming of the low beam headlamp(s).*

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

A.2 *All 2011-2013 MY Optima and Optima Hybrid vehicles produced in Korea.*

Q.3 What will Kia do?

A.3 *Kia is extending the warranty on the headlamp assembly 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 headlamp assembly. The remainder of the New Vehicle Limited Warranty for components other than the headlamp assembly 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 the low beam headlamp(s) are dimming, owners are to contact their nearest Kia dealer to have their vehicle diagnosed. If, upon receipt of the warranty extension notice, the headlamp(s) are not showing any dimming, owners should place the letter in the glove compartment of their vehicle along with the vehicles 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 low beam headlamps are dim. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A.7 *Yes. If, if at any time within the extended warranty period, the low beam headlamps appear to be dim, the Kia dealership will diagnose the cause at no cost to the customer.*

If the diagnosis indicates the reflector in the low beam headlamp housing has deteriorated, Kia will replace the headlamp assembly at no cost.

Q.8 What happens if the low beam headlamp(s) are dim for some other reason?

A.8 *If another issue exists in the headlamp assembly, 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. Note: the following are not covered under the extended warranty:*

- *The sole replacement of burned out headlamp bulbs,*
- *Aftermarket headlamp assemblies,*
- *Headlamp lenses that, over time, become 'cloudy' or 'fogged' due to extended UV exposure, causing the headlamp(s) to appear dim.*

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 headlamp assembly replaced?

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.