

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [ArtemisSupport](#)
To: [NHTSA.ODI.CFD](#)
Cc: [FOIA@NHTSA](#)
Subject: ArtemisSupport Inbox - VOO4 11555688 [REDACTED] - Safety Recall from KIA - Thanks for Letting Us Know About Your Safety Problem.
Date: Wednesday, November 22, 2023 4:49:09 PM

Hello CRD Inbox
User has inserted a photo of a Safety Recall from Kia. (see below)

Thanks
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Monday, November 20, 2023 4:37 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached at the bottom of this email. It is the safety recall I recieved from KIA.
On 11/17/2023 4:13 PM EST nhtsa-odi-consumer-communication@service.govdelivery.com wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.
Your tracking number assigned by NHTSA for this issue is [11555688](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about/nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](#), and follow us on [Facebook](#) and [Twitter](#).
[Review our Privacy Policy](#).



Kia America, Inc.
Corporate Headquarters
171 Peter Canyon Road, Irvine, CA 92606-1790 USA

Complaint #
11555688



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V534
This notice applies to your vehicle: **KNDC0L08MU**

INTERIM NOTICE

September 29, 2023

Dear Kia Niro HEV and Niro PHEV Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2017-2022 MY Niro Hybrid (HEV) and 2018-2022 MY Niro Plug-in Hybrid (PHEV) vehicles. The defect can increase the risk of an engine compartment fire while driving. A fire increases the risk of injury. Our records indicate that you own or lease one of the affected vehicles.

This is only an interim notice as we work on a remedy. The purpose of this notice is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy is available so that you can schedule a dealer appointment to have the recall repair performed free of charge at no cost to you. **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.**




What Is The Problem?

The printed circuit board (PCB) in the Hydraulic Clutch Actuator (HCA) may become contaminated with fluid. A fluid-contaminated PCB may lead to an electrical short circuit, thereby increasing the risk of an engine compartment fire while driving. A fire increases the risk of injury.

When The Remedy Is Available, Kia Will Inspect, And If Necessary, Replace The Hydraulic Clutch Actuator and Install a New Fuse Free of Charge At No Cost To You.

When the remedy is available, Kia dealers will inspect, and if necessary, replace the HCA with a new one. Kia will also install a new HCA fuse with one of a different capacity to mitigate the risk of fire caused by an electrical short circuit. This recall will be performed free of charge at no cost to you.

What Should You Do In The Interim?

- WARNING:** You may experience illumination of the HEV warning light . If this occurs, pull over to a safe location and contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- 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).