

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11563593 NHTSA
Date: Friday, January 5, 2024 4:56:21 PM
Attachments: [REDACTED]

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From: [REDACTED]
Sent: Thursday, January 4, 2024 4:19 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - 11563593 NHTSA Complaint files

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.

The attached files are for NHTSA complaint 11563593 (I was told by support chat to email them because the form was not working properly to upload files).

Thanks,

[REDACTED]

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asrcfederal.com | Purpose Driven. Enduring Commitment.

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SIGN IN

SAFETY RECALLS

You can search for all safety recalls initiated after July 1, 1994.

Updated as of 01/03/2024

VIN: KNDCC3LD7K5 [REDACTED] 2019 NIRO PHEV EX PREMIUM

[Search Again](#)

Safety Recalls

NHTSA Recall#

23V534

Description

KIA AMERICA, INC. HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN CERTAIN 2017-2022 MY NIRO HYBRID VEHICLES AND CERTAIN 2018-2022 MY NIRO PLUG-IN HYBRID VEHICLES. 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.

Safety Risk

A FIRE INCREASES THE RISK OF INJURY. **WARNING: DRIVERS MAY EXPERIENCE ILLUMINATION OF THE HEV WARNING LIGHT.**

Remedy

ALL OWNERS OF THE SUBJECT VEHICLES WILL BE NOTIFIED BY FIRST CLASS MAIL WITH INSTRUCTIONS TO BRING THEIR VEHICLES TO A KIA DEALER. KIA WILL INSTRUCT DEALERS TO 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 POTENTIAL RISK OF FIRE CAUSED BY AN ELECTRICAL SHORT CIRCUIT. (REFER TO SC276.)

Status

Recall Incomplete, remedy not yet available

Recall Date

07/31/2023

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Last Updated

01/03/2024

To help keep your Kia operating at optimum performance levels, schedule a service appointment if your vehicle has any outstanding Safety Recalls. Your preferred Kia dealer will complete the repair free of charge. The time required to complete the work can vary. Scheduling a service appointment can help minimize any inconvenience. Sign in to the Kia Owner's Portal and click on "MAKE AN APPOINTMENT" to schedule a service appointment. You can also schedule an appointment online from your preferred dealership's webpage (if available), or call the dealership.

If you have any questions about Safety Recalls, please contact your preferred Kia Dealer or call Kia Consumer Affairs at 1-800-333-4KIA (4542) Monday through Friday, 5 AM to 6 PM PST.

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2019

Kia NIRO PHEV EX PREMIUM**VIN KNDCC3LD7K5** [REDACTED]

Recall data refreshed on Jan 03, 2024

1 Unrepaired Recalls

associated with this VIN

Jul 31, 2023**Manufacturer Recall Number** SC276**NHTSA Recall Number** 23V534**Recall Status** Recall Incomplete, remedy not yet available**Summary**

KIA AMERICA, INC. HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN CERTAIN 2017-2022 MY NIRO HYBRID VEHICLES AND CERTAIN 2018-2022 MY NIRO PLUG-IN HYBRID VEHICLES. 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.

Safety Risk

A FIRE INCREASES THE RISK OF INJURY. **WARNING: DRIVERS MAY EXPERIENCE ILLUMINATION OF THE HEV WARNING LIGHT.**

Remedy

ALL OWNERS OF THE SUBJECT VEHICLES WILL BE NOTIFIED BY FIRST CLASS MAIL WITH INSTRUCTIONS TO BRING THEIR VEHICLES TO A KIA DEALER. KIA WILL INSTRUCT DEALERS TO 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 POTENTIAL RISK OF FIRE CAUSED BY AN ELECTRICAL SHORT CIRCUIT. (REFER TO SC276.)

Manufacturer's Notes

"SC276

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers](#)

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)

- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V534

This notice applies to your vehicle: KNDCC3LD7K5 [REDACTED]

FOLLOW-UP NOTICE

December 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. **The remedy is now available for your vehicle.**




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.

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

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**. The estimated time required to perform this recall will be approximately one (1) to two (2) hours. We recommend scheduling a service appointment to minimize your inconvenience.

What Should You Do?

- 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*).



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, download a QR Code Reader App. With many devices, you can do this through an app store or marketplace.*
- *Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App Instructions.*