



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

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 18V666)

This notice applies to your vehicle: **(Insert VIN)**

## SECOND NOTICE

JULY 24, 2019

**THIS NOTICE IS A FOLLOW-UP TO AN EARLIER COMMUNICATION ISSUED ON NOVEMBER 23, 2018, WHICH NOTIFIED ALL OWNERS OF THE AFFECTED 2017-2018 MY KIA NIRO HEV VEHICLES OF A SAFETY RECALL. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE AND THAT IT HAS NOT YET BEEN REPAIRED.**

**KIA IS REQUESTING THAT YOU CONTACT A KIA DEALERSHIP TO SCHEDULE AN APPOINTMENT TO HAVE THE DEALER INSPECT THE POWER RELAY FOR SIGNS OF HEAT DAMAGE. IF NO HEAT DAMAGE IS FOUND, THE MAIN RELAY WILL BE REPLACED WITH A NEW ONE. IF SIGNS OF HEAT DAMAGE EXIST, THE ENTIRE POWER RELAY ASSEMBLY WILL BE REPLACED WITH A NEW ONE. THE WORK WILL BE PERFORMED AT KIA'S EXPENSE AT NO COST TO YOU.**

**IF YOU HAVE ALREADY TAKEN YOUR VEHICLE TO A KIA DEALER AND HAD THIS SAFETY RECALL PERFORMED, PLEASE DISREGARD THIS NOTICE.**

November 23, 2018

Dear Kia Niro Owner:

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

This letter is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2018 MY Kia Niro vehicles manufactured from November 1, 2016 through September 11, 2017. The defect may cause heat damage to the rear seat, increasing the risk of a fire.

### **What Is The Problem?**

The Power Relay Assembly (PRA) is located underneath the rear left passenger seat and consists of various components including the Main Relay. Inadequate connection between the main relay contacts can increase electrical resistance, thereby generating heat. If sufficient heat is generated, heat damage may occur to the rear seat, increasing the risk of a fire.

### **Kia Will Inspect and Replace Either Main Relay or Power Relay Assembly at No Cost for Parts or Labor to You.**

Kia has advised its authorized dealers to inspect the Power Relay Assembly for signs of heat damage. If no heat damage is found, the main relay will be replaced with a new one. If signs of heat damage exist, the entire Power Relay Assembly will be replaced with a new one. The work will be performed at Kia's expense at no cost to you. The actual time required to inspect and perform any necessary repair will take approximately one (1) hour. However, your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.

### **What Should You Do?**

- Do NOT install a Child Safety Seat on the rear left passenger seat until the recall has been completed.
- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted. The illumination of the HEV warning light while driving and/or the inability to start the vehicle may be an indication of this concern. Please contact Kia Roadside Assistance at 1-800-333-4Kia (4542) to arrange for your vehicle to be towed to the nearest authorized Kia dealer for inspection and repair should those symptoms occur.

- To find your nearest dealer, visit [www.kia.com](http://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](http://www.kia.com) or mail your receipts 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  
1-800-333-4542**

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

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 Consumer Assistance Center phone number listed above.

### **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 Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation 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,

Consumer Affairs 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.**