



**2017-2018 MY NIRO HYBRID VEHICLES
POWER RELAY ASSEMBLY (PRA) - SAFETY RECALL CAMPAIGN (SC256)**

Q & A

January 5, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to address a defect involving the Power Relay Assembly (PRA).*

Q2. What vehicles are affected by the recall?

A2. *The 2017-2018 MY Niro Hybrid vehicles manufactured from November 1, 2016 to September 11, 2017 that were previously recalled under 18V666 (SC168). This new recall (SC256) supersedes the previously launched 18V666 (SC168) recall.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 27,030 vehicles.*

Q4. What is the concern with the Power Relay Assembly?

A4. *The Power Relay Assembly (PRA) is located underneath the rear 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, thermal damage may occur to the rear seat, including the potential for a fire. Recall 18V666 addresses this concern by instructing dealers to inspect and replace the PRA if thermal damage is found or replace the Main Relay if no thermal damage is found. However, the subject vehicles may not have had the remedy relay installed during the 18V666 recall repair. As a result, the potential for a fire may still exist.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect the Power Relay Assembly (PRA) for any signs of thermal damage. If any thermal damage is present, the PRA will be replaced with a new one. If no thermal damage is present and the original Main Relay (LS IS CO., Ltd.) is still installed, the Main Relay will be replaced with a new one (Panasonic).*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **January 9th, 2023**.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.*

Q8. Where were these vehicles produced?

A8. *The affected vehicles were produced at a Kia assembly plant in Korea.*

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).