



February 5, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the drive shaft on:

- Certain 2023-2024 MY Niro EV vehicles manufactured from June 27, 2023 through July 13, 2023 and
- Certain 2023 MY EV6 vehicles manufactured from January 26, 2023 through April 8, 2023.

Due to a manufacturing error by the supplier, the left-hand drive shaft in the subject Niro EV vehicles and the rear inner drive shaft in the subject EV6 vehicles may have been improperly heat-treated. An improperly heat-treated drive shaft may break under load, resulting in a loss of motive power. A loss of motive power increases the risk of a crash.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Kia dealers will replace the affected drive shaft with a new one.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on or soon after February 5, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of www.kia.com. Kia will mail notices to the affected vehicle owners beginning on **March 29, 2024**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures