



**2023-2024 MY NIRO EV & 2023 MY EV6 VEHICLES - DRIVE SHAFT
SAFETY RECALL CAMPAIGN (SC295)**

Q & A

February 5, 2024

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 condition involving the drive shaft.

Q2. What vehicles are affected by the recall?

A2. 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.

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

A3. Approximately 1,243 vehicles (204 Niro EV vehicles and 1,039 EV6 vehicles).

Q4. What is the concern with the Drive Shaft?

A4. 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.

Q5. Can you describe the recall campaign and fix?

A5. Kia dealers will replace the affected drive shaft with a new one.

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

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on March 29, 2024**.*

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 campaign performed on their vehicle free of charge at no cost to them.

Q8. Where were these vehicles produced?

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

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. 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).