



**2023 MY NIRO EV & 2024 MY EV9 VEHICLES - GEAR DRIVE UNIT (GDU)  
SAFETY RECALL CAMPAIGN (SC308)**

**Q & A**  
**April 19, 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 Gear Drive Unit (GDU).*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2023 MY Niro vehicles manufactured from November 7, 2022 through May 16, 2023 and Certain 2024 MY EV9 vehicles manufactured from October 27, 2023.*

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

*A3. 8 vehicles (4 units of Niro EV and 4 units of EV9 vehicles).*

**Q4. What is the concern with the Gear Drive Unit (GDU)?**

*A4. The differential gear bolts within the Gear Drive Unit (GDU) in the subject vehicles may not have been properly torqued during the assembly by the differential gear supplier. Over time, the differential bolts within the GDU may loosen and damage the GDU housing and/or reduction gear while driving. Continued driving with a grinding noise, from a damaged GDU housing or reduction gear, may result in a loss of drive power and/or cause the differential to lock up. A loss of drive power and/or differential lock up increases the risk of a crash.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Kia dealers will replace the GDU assembly 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 May 17, 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](http://www.kia.com) (Owner's Section).*