



April 19, 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 Gear Drive Unit (GDU) on the following vehicles:

- Certain 2023 MY Niro EV vehicles manufactured from November 7, 2022 through May 16, 2023 and
- Certain 2024 MY EV9 vehicles manufactured from October 27, 2023 through December 14, 2023.

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.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will replace the GDU with a new one. This recall will be performed free of charge at no cost to the customer.

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 during the week of April 19, 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 **May 17, 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