



July 16, 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 high-voltage battery safety plug on certain 2022 MY Niro EV vehicles manufactured from July 21, 2021 through December 2, 2021.

Over time, the contact surfaces of the high-voltage battery safety plug in the subject vehicles may develop high electrical resistance. Although the exact cause of this high resistance in the safety plug has not been confirmed, Kia suspects it is due to a supplier deviation in the manufacturing of the Female-Female (F-F) terminal. If high electrical resistance occurs while driving or during battery charging, the safety plug may melt, thereby increasing the risk of loss of drive power and/or fire. A loss of drive power increases the risk of a crash. A fire increases the risk of injury. Customers may experience illumination of the EV Service Warning light, smell of melting plastics, and/or smoke.

Dealers will replace the high-voltage battery safety plug 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 during the week of July 16, 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 <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **July 19, 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