



**2022 MY NIRO EV VEHICLES - HIGH-VOLTAGE BATTERY SAFETY PLUG
SAFETY RECALL CAMPAIGN (SC314)**

Q & A

July 16, 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 high-voltage battery safety plug.

Q2. What vehicles are affected by the recall?

A2. Certain 2022 MY Niro EV vehicles manufactured from July 21, 2021 through December 2, 2021.

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

A3. Approximately 2,209 vehicles.

Q4. What is the concern with the high-voltage battery safety plug?

A4. 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.

Q5. Can you describe the recall campaign and fix?

A5. Kia dealers will replace the high-voltage battery safety plug 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 July 19, 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. Also, owners are advised not to charge their vehicles in a garage or any other covered structure until they have the recall repair performed.

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.

Q10. 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 <https://customercare.kiausa.com>.