



**2023-2025 MY NIRO EV, NIRO HEV, AND NIRO PHEV VEHICLES - FLOOR WIRING ASSEMBLY  
SAFETY RECALL CAMPAIGN (SC332)**

**Q & A**

**January 24, 2025**

**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 floor wiring assembly.*

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

A2. *The vehicles listed below equipped with a manual front passenger seat:  
Certain 2023-2025 MY Niro EV vehicles manufactured from August 10, 2022 through December 13, 2024  
Certain 2023-2025 MY Niro Hybrid (HEV) vehicles manufactured from June 21, 2022 through December 17, 2024  
Certain 2023-2025 MY Niro Plug-in Hybrid (PHEV) vehicles manufactured from July 11, 2022 through December 16, 2024*

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

A3. *Approximately 80,255 vehicles.*

**Q4. What is the concern with the floor wiring assembly?**

A4. *The floor wiring assembly, located underneath the front passenger seat in the subject vehicles, contains wires which control certain vehicle restraint systems. Repeated sliding adjustment of the manual front passenger seat may damage one or more of the wires in the floor wiring assembly due to variation in its routing. This may result in 1) the nondeployment of airbag(s) and/or seatbelt pretensioner(s), or 2) the inability to suppress the passenger frontal airbag for a child or small occupant, or 3) inadvertent deployment of the passenger side airbag (SAB).*

*The nondeployment of the airbag(s) and/or seatbelt pretensioner(s) in a crash sufficient to warrant a deployment, the inability to suppress the passenger frontal airbag for a child or small occupant, or the inadvertent deployment of the passenger side airbag increases the risk of injury. Customers may experience illumination of the airbag warning light.*

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

A5. *Dealers will inspect the floor wiring assembly under the manual front passenger seat and replace if necessary. In addition, dealers will reroute the floor wiring assembly and install additional protective coverings to prevent damage to the wiring.*

**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 in late February 2025**.*

**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.*

**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>.*