



November 5, 2025

FOLLOW-UP NOTICE

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

THIS IS A FOLLOW-UP NOTICE TO ADVISE THAT THE REMEDY PARTS ARE NOW AVAILABLE.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign on certain 2020-2022 MY Niro EV vehicles, equipped with Navigation and a 10.25-inch touchscreen display, manufactured from January 15, 2020 through March 29, 2022.

Due to damage from voltage surges in the rearview camera power circuit, the rearview camera may become inoperative and fail to display a rearview image while in reverse. As a result, the subject vehicles fail to comply with the rear visibility requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 111 "Rear Visibility", thereby increasing the risk of a crash.

Kia dealers will replace the rearview camera with an improved one with increased voltage surge protection.

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 November 5, 2025.

Enclosed you will find a copy of the follow-up 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 follow-up notices to the affected vehicle owners beginning on **November 7, 2025**.

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 Noncompliance 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 noncompliance 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