



**2020-2022 MY NIRO EV VEHICLES
REARVIEW CAMERA
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC342)
Q & A - FOLLOW-UP NOTICE
November 5, 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 Noncompliance Safety Recall Campaign to address a condition regarding the rearview camera in certain 2020-2022 MY Niro EV vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2020-2022 MY Niro EV vehicles manufactured from January 15, 2020 through March 29, 2022

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

A3. Approximately 11,327 Niro EV vehicles.

Q4. What is the concern with the rearview camera?

A4. 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.

Q5. Can you describe the recall campaign and fix?

A5. Kia dealers will replace the rearview camera with an improved one with increased voltage surge protection.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a follow-up letter notifying owners of the affected vehicles by first-class mail beginning on **November 7, 2025**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the follow-up notice, 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>.