



2023-2025 MY K5 VEHICLES - C-PILLAR GARNISH FACE PLATE
SAFETY RECALL CAMPAIGN (SC346)
Q & A- **FOLLOW-UP NOTICE**
November 19, 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 C-pillar garnish face plate.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2023-2025 MY K5 vehicles manufactured from October 3, 2022 through July 24, 2024*

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

A3. *Approximately 100,063 K5 vehicles.*

Q4. What is the concern with the C-pillar garnish face plate?

A4. *Due to a supplier quality issue, the C-pillar garnish face plate(s) on the subject vehicles may progressively delaminate and become loose from the base of the molding. If the vehicle continues to be driven in this condition, the face plate may eventually fall off. A face plate that detaches from the vehicle while in motion may create a road hazard for other road users, increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will replace the affected C-pillar garnish assembly(ies) that have not been previously replaced under warranty with an improved one.*

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 21, 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 performed on their vehicle.*

Q8. Where were these vehicles produced?

A8. *The affected vehicles were produced at Kia assembly plant in the U.S and 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 <https://customercare.kiausa.com>.