September 23, 2025

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

This is an interim notice as we work on preparing the remedy parts to support this Safety Recall Campaign.

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2023-2025 MY K5 vehicles, manufactured from October 3, 2022 through July 24, 2024.

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.

When the remedy is available, Kia dealers will replace the affected C-pillar garnish assembly(ies) that have not been previously replaced under warranty with an improved one.

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 when the remedy is available.

Enclosed you will find a copy of the interim 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 interim notices to the affected vehicle owners beginning on **September 26, 2025** and will mail vehicle owners a follow-up notice once the remedy becomes available.

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 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 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