2023-2025 MY K5 VEHICLES
C-PILLAR GARNISH FACE PLATE
SAFETY RECALL CAMPAIGN (SC346)
Q & A - INTERIM NOTICE
September 23, 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 regarding the C-pillar garnish face plate in certain 2023-2025 MY K5 vehicles.

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. 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.

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

*A6. Kia will send an interim letter notifying owners of the affected vehicles by first-class mail beginning on **September 26, 2025.** The purpose of this letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notice when the remedy becomes available.*

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

A7. The interim letter is to advise owners of the status of the recall and remedy. 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 Kia assembly plants 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 internet at https://customercare.kiausa.com.