Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 25V493
This notice applies to your vehicle: Insert VIN

INTERIM NOTICE

September 26, 2025

Dear Kia K5 Vehicle Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2023-2025 MY K5 vehicles. The defect can result in creating a road hazard for other road users, increasing the risk of a crash. Our records indicate that you own or lease one of the affected vehicles.

This is only an interim notice as we work on obtaining the remedy part. The purpose of this notice is to keep you informed of Kia's recall implementation plan. We will send you another letter when the remedy part is available so that you can schedule a dealer appointment to have the recall repair performed free of charge at no cost to you. IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO" SECTION BELOW.

What Is The Problem?

Due to a quality issue, the C-pillar garnish face plate(s) on your vehicle may progressively delaminate and become loose from the base of the molding. If your 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 Part Is Available, Kia Will Replace The Affected C-Pillar Garnish Assembly(ies) Free Of Charge At No Cost To You.

When the remedy part 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. This recall will be **performed free of charge at no cost to you.**

What Should You Do?

- **When the remedy part is available, you will receive a follow-up letter advising you to contact an authorized Kia dealership to arrange for the recall to be performed on your vehicle.**
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*:

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to http://www.safercar.gov.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.*
- ***Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions.***