



August 21, 2023

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to upgrade the Vehicle Control Unit ("VCU") software logic in certain 2023 MY Niro EV vehicles manufactured from July 11, 2022 through June 30, 2023.

The Vehicle Control Unit ("VCU") software logic in the subject vehicle monitors and controls the electric motor, battery pack, and braking system. This includes the illumination of the brake lights when decelerating while in i-Pedal mode, without depressing the brake pedal. The current VCU software logic does not illuminate the brake lights when the vehicle is decelerating while in i-Pedal mode with the accelerator pedal partly depressed.

Kia is conducting this Voluntary Service Campaign to improve the VCU software logic so that the vehicle's brake lights illuminate during i-Pedal mode when the vehicle reaches a certain deceleration threshold, even if the driver does not release the accelerator pedal fully or depress the brake pedal. Also, this software upgrade will improve the electronic shift logic so that the vehicle will shift into PARK (P) automatically when the auxiliary battery's (12v) voltage is critically low and the vehicle is stopped.

Dealers will upgrade the VCU with improved software that enhances both the i-Pedal and Low Voltage logic. This campaign will be performed at no cost to the customer.

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 during the week of August 21, 2023.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **September 6, 2023**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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 voluntary service 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