



**2023 MY NIRO HEV AND NIRO PHEV VEHICLES
EXHAUST GAS RECIRCULATION (EGR) CONTROL VALVE PIPE AND HOSE
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC305)**

Q & A

AUGUST 12, 2024

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to replace the Exhaust Gas Recirculation (EGR) control valve pipe and hose with a new one.

Q2. What vehicles are affected by this emissions service campaign?

A2. Certain 2023 MY Niro Hybrid (HEV) vehicles manufactured from June 21, 2022 through March 20, 2023 and Certain 2023 Niro Plug-in Hybrid (PHEV) vehicles manufactured from July 11, 2022 through March 17, 2023.

Q3. What is the problem with the Exhaust Gas Recirculation (EGR) control valve pipe and hose?

A3. The affected vehicles may experience illumination of the Check Engine light (CEL) due to excessive intake manifold pressure fluctuation. This condition may cause the vehicle to release air pollutants which exceed Federal and California standards.

Q4. Can you describe the emissions service campaign and fix?

A4. Dealers will replace the EGR control valve pipe and hose with a new one. This campaign will be performed free of charge at no cost to the customer.

Q5. Will this cost owners any money?

A5. No. Kia will perform the Emissions Service Campaign free of charge at no cost to the customer.

Q6. How long will the campaign take?

A6. The actual time to perform this campaign may be less than an hour. However, the time it takes to perform the campaign can vary depending upon the dealer's work schedule, therefore, an appointment is recommended.

Q7. How will owners of the affected vehicles be notified?

*A7. Kia will be notifying owners of the affected vehicles by first-class mail on **August 14, 2024**.*

Q8. Where were the vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea.

Q9. How many vehicles are included?

A9. Approximately 16,943 Kia Niro HEV vehicles and 3,060 Niro PHEV vehicles.

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 www.kia.com (Owner's Section).