September 18, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign to address a potential corrosion concern with the Integrated Electronic Brake (IEB) on certain 2019-2022 MY Niro EV vehicles, manufactured from December 5, 2018 through April 12, 2022, that were originally sold in or are currently registered in one of the 28 states with high road salt usage.

The 28 states with high road salt usage are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV.

Over time, saltwater inflow into the IEB at the IEB fastening bolt hole may cause corrosion and lead to an inoperable IEB motor. Should this occur, customers may experience illumination of the Anti-lock Brake System (ABS), Forward Collision-Avoidance Assist (FCA) warning lights and/or a firmer brake feel. The brakes remain operational. Kia is conducting this service campaign to improve corrosion resistance of the IEB in the subject vehicles.

Dealers will inspect the IEB and, depending on the inspection results, apply silicone to the IEB fastening bolt hole to prevent saltwater inflow or if corrosion has already occurred, replace the IEB with a new one. This campaign will be performed free of charge at no cost to the customer.

If you have a customer with an applicable vehicle that is not currently registered nor originally sold in one of the high road salt usage states but is requesting the repair, please contact your DPSM for assistance.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com.

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 on **September 20, 2024.**

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this Voluntary Service Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. This Voluntary Service 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).

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