



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

## VOLUNTARY SERVICE CAMPAIGN

September 20, 2024


Dear Kia Niro EV Vehicle Owner:

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

### Why is Kia Conducting This Service Campaign?

Over time, saltwater inflow into the Integrated Electronic Brake (IEB) at the IEB fastening bolt hole may cause corrosion and lead to an inoperable IEB motor. Should this occur, you may experience illumination of the Anti-lock Brake System (ABS)



, Forward Collision-Avoidance Assist (FCA)  warning lights, and/or a firmer brake pedal feel. The brakes remain operational. Kia is conducting this service campaign to improve corrosion resistance of the IEB.

### What Will Kia Do?

Kia 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 you.**

### What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the repair can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience.
- To find your nearest dealer, visit [www.kia.com](http://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.

## What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or 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 (Monday through Friday, 5AM to 6PM, Pacific Time), or via <https://customercare.kiausa.com>.

Please accept our apologies for 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.***