



**2019-2022 MY NIRO EV VEHICLES - INTEGRATED ELECTRONIC BRAKE (IEB) HARD PEDAL
VOLUNTARY SERVICE CAMPAIGN (SC321)**

Q & A

September 18, 2024

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to inspect and, depending on the inspection results, apply silicone spray to the Integrated Electronic Brake (IEB) fastening bolt hole to prevent saltwater inflow or if corrosion has already occurred, replace the IEB with a new one for 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.

The 28 states with high road salt usage: 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.

Q2. Why is Kia conducting this service campaign?

A2. 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.

Q3. What vehicles are affected by the service campaign?

A3. 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.

Q4. How many customer vehicles are affected by this service campaign?

A4. Approximately 7,357 vehicles.

Q5. How will owners of the affected vehicles be notified?

*A5. Kia will send a letter notifying owners of the affected vehicles by first class mail on **September 20, 2024**.*

Q6. What should vehicle owners do when they receive the notification?

A6. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q7. Will this cost vehicle owners any money?

A7. No. Kia will perform the campaign repair free of charge at no cost to the customer.

Q8. Are there any restrictions on an owner's eligibility?

A8. Yes. The campaign only applies to vehicles originally retailed or 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.

Q9. If a customer's vehicle was previously registered in one of the salt belt states but has since moved, will Kia repair their vehicle?

A9. These situations must be handled on a case-by-case basis depending upon the length of time the vehicle was operated in a salt belt state. The dealer will need to contact the DPSM to review that customer's particular situation to consider possible assistance.

Q10. We have heard in Congressional hearings that some other manufacturers routinely mix service campaigns and safety recall campaigns so that they have no separate meaning. Does Kia do the same thing?

A10. No. Kia performs a Service Campaign only when no risk to safety has been identified and it is thus not a Safety Recall Campaign.

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 <http://customercare.kiausa.com>.