



**2023-2024 MY NIRO EV VEHICLES - VEHICLE CHARGE MANAGEMENT SYSTEM (VCMS) ECU SOFTWARE UPGRADE
VOLUNTARY SERVICE CAMPAIGN (SC323)**

Q & A

October 29, 2024

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to update the Vehicle Charge Management System (VCMS) Electronic Control Unit (ECU) with improved software in certain 2023-2024 MY Niro EV vehicles.

Q2. What vehicles are affected by the service campaign?

A2. Certain 2023-2024 MY Niro EV vehicles manufactured from July 11, 2022 through February 23, 2024.

Q3. How many customer vehicles are affected by this service campaign?

A3. Approximately 18,892 vehicles.

Q4. What is the concern with the Vehicle Charge Management System (VCMS)?

A4. While charging using a 240-V AC ("Level 2") charger, the subject vehicles may experience an interrupted charging session or a lower charging speed due to a degraded electrical connection from exposure to a damaged charging cable connector. To improve charging speeds and reduce interrupted charging sessions due to this condition, Kia is conducting this Voluntary Service Campaign to have the latest VCMS ECU software installed on the vehicle.

Q5. Can you describe the service campaign fix?

A5. Dealers will update the VCMS ECU software to improve charging speeds and reduce interrupted charging sessions.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **October 31, 2024**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q8. Will this cost vehicle owners any money?

A8. No. Kia will perform the campaign repair free of charge at no cost to the customer.

Q9. Are there any restrictions on an owner's eligibility?

A9. No.

Q10. If a customer has an immediate question, where can they get further information?

A10. 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).