



**2023-2024 MY EV6 & NIRO EV VEHICLES
FRONT MOTOR & REDUCTION GEAR OIL REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC345)**

Q & A

August 20, 2025

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to replace the gear oil in the front motor and gear reduction assembly and fill it to the factory-specified amount in certain 2023-2024 MY EV6 and Niro EV vehicles.

Q2. What vehicles are affected by the service campaign?

*A2. Certain 2023-2024 MY EV6 vehicles, manufactured from December 14, 2022 through February 22, 2024
Certain 2023-2024 MY Niro EV vehicles, manufactured from December 12, 2022 through February 7, 2024*

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

A3. Approximately 671 vehicles.

Q4. What is the concern with the front motor and reduction gear assembly?

A4. During the production of the subject vehicles, the amount of gear oil in the front motor and reduction gear assembly may have been filled below factory specification. If the gear oil level is lower than Kia's factory specifications, the subject vehicles may eventually produce a grinding or whining noise from the front of the vehicle while driving.

Q5. Can you describe the service campaign fix?

A5. Dealers will replace the gear oil in the front motor and gear reduction assembly and fill it to the factory-specified amount.

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 **August 22, 2025**.*

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