



December 17, 2025

## **ATTENTION: ALL DEALER PRINCIPALS**

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025 MY Niro, Niro Plug-in Hybrid (PHEV), and Niro EV vehicles manufactured from September 2, 2024 through May 19, 2025 to inspect and, if necessary, recover and charge the air conditioner refrigerant.

The Heating, Ventilation, and Air Conditioning (HVAC) system uses cooling and heating to help maintain a pleasant environment inside the vehicle. The subject vehicles may have been produced with the incorrect amount of refrigerant during the in-line manufacturing process. As a result, the HVAC system may provide insufficient cooling in the cabin when vehicle owners are operating the vehicle.

Dealers will inspect and, if necessary, recover and charge the refrigerant to ensure proper cooling performance of the air conditioner. This campaign will be performed free of charge at no cost to the customer.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide, both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners beginning on **December 19, 2025**.

### **What Should You Do?**

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately.

**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 & Service Manager.

Sincerely,

Kia Service Department

Enclosures