



**2025 MY NIRO, NIRO PHEV, AND NIRO EV VEHICLES
COMPRESSOR INSPECTION
VOLUNTARY SERVICE CAMPAIGN (SC358)
Q & A
December 17, 2025**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025 MY Niro, Niro Plug-in Hybrid (PHEV), and Niro EV vehicles to inspect and, if necessary, recover and charge the air conditioner refrigerant.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2025 MY Niro, Niro Plug-in Hybrid (PHEV), and Niro EV vehicles manufactured from September 2, 2024 through May 19, 2025*

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

A3. *Approximately 45 Niro, Niro PHEV, and Niro EV vehicles*

Q4. What is the concern with the HVAC system?

A4. *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.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will inspect and, if necessary, recover and charge the refrigerant to ensure proper cooling performance of the air conditioner.*

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 **December 19, 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>.*