



June 15, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Product Improvement Campaign to update the battery management system (BMS) software to enhance battery diagnostic performance in certain 2020-2022 MY Niro EV vehicles manufactured from June 2, 2020 through November 8, 2021.

Kia has developed improved battery health monitoring software to enhance the BMS diagnostic performance for certain 2020-2022 MY Niro EV vehicles equipped with high-voltage battery (HVB) cells produced by a specific supplier. The updated software improves the long-term diagnostic capabilities of the high-voltage battery system in the subject vehicles.

Dealers will update the BMS with improved software to enhance battery diagnostic performance. This campaign will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of June 15, 2026.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on June 17, 2026.

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately. This Product Improvement Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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 Product Improvement Campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures