



**2020-2022 MY NIRO EV VEHICLES
BATTERY MANAGEMENT SYSTEM SOFTWARE LOGIC UPDATE
PRODUCT IMPROVEMENT CAMPAIGN (PI2603)**

**Q & A
June 15, 2026**

Q1. What type of campaign is Kia conducting?

A1. 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.

Q2. What vehicles are affected by the Product Improvement Campaign?

A2. Certain 2020-2022 MY Niro EV vehicles manufactured from June 2, 2020 through November 8, 2021

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

A3. Approximately 772 vehicles

Q4. Why is Kia conducting a Product Improvement Campaign?

A4. 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.

Q5. Can you describe the Product Improvement Campaign?

A5. Dealers will inspect and, if necessary, 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.

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 **June 17, 2026**.*

Q7. Where were the vehicles produced?

A7. The affected vehicles were produced at a Kia assembly plant in South Korea.

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. How long will the update take?

A9. The estimated time required to perform the product improvement in the vehicle is approximately one (1) hour. However, the vehicle may be needed longer depending on the dealer's schedule. It is recommended to schedule a service appointment to minimize vehicle owner inconvenience.

Q10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. 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>.