



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V899)

This notice applies to your vehicle: (Insert VIN)

### INTERIM NOTICE

January 31, 2023

Dear Kia Niro EV Vehicle Owner:

**Kia has identified a defect in your vehicle which relates to motor vehicle safety.**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2020 MY Niro EV vehicles. The defect can result in vehicle stall while driving, thereby increasing the risk of crash. Our records indicate that you own or lease one of the potentially affected vehicles.

**This is only an interim letter as we work on a remedy.** The purpose of this letter is to keep you informed of Kia's recall implementation plan. **We will send you another letter when the remedy is available so that you can schedule a dealer appointment to have the repair performed at no cost to you.** **IN THE MEANTIME, PLEASE SEE THE "WHAT SHOULD YOU DO IN THE INTERIM" SECTION BELOW.**

#### **What Is The Problem?**

The Electric Power Control Unit (EPCU) assembly in your vehicle may have been produced with improper sealing. Due to this improper sealing, coolant can internally leak in the EPCU and contact the EPCU circuit board. If this condition occurs, your vehicle may stall while driving. A vehicle stall increases the risk of crash.

#### **Kia Will Inspect and, If Necessary, Replace the EPCU Free of Charge At No Cost To You.**

**When the remedy becomes available,** your Kia dealer will inspect the Electric Power Control Unit (EPCU) for internal coolant leakage. If coolant leakage is identified, the EPCU will be replaced with an improved one. If coolant leakage is not identified, no additional repairs will be necessary. This recall will be performed **free of charge at no cost to you**. The estimated time required to perform the recall will be approximately one (1) to two (2) hours. Once you receive a follow-up letter advising you that the remedy is available, we recommend scheduling a service appointment to minimize your inconvenience.

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

- **WARNING:** The "Check Electric Vehicle System" warning light may illuminate if internal coolant leakage occurs within the EPCU. If this happens, pull over to a safe location and turn OFF the engine. **Contact Kia Roadside Assistance at 1-800-333-4542 or online at [kia.rsahelp.com](http://kia.rsahelp.com) to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.**
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



### What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center  
Kia America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed above.

### What If You Are A Vehicle Lessor?

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device.** The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions**.