



2020 MY NIRO EV VEHICLES
ELECTRIC POWER CONTROL UNIT (EPCU) - SAFETY RECALL CAMPAIGN (SC258)
Q & A - FOLLOW-UP NOTICE
March 7, 2023

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to address a condition involving the Electronic Power Control Unit (EPCU).

Q2. What vehicles are affected by the recall?

A2. Certain 2020 MY Niro EV vehicles manufactured from June 18, 2020 to September 4, 2020.

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

A3. Approximately 872 vehicles.

Q4. What is the concern with the Electronic Power Control Unit?

A4. The Electric Power Control Unit (EPCU) assembly in the subject vehicles may have been produced by the supplier with improper sealing. Due to this improper sealing, coolant can internally leak in the EPCU and contact the EPCU circuit board. If coolant contacts the EPCU circuit board, the vehicle may stall while driving. A vehicle stall increases the risk of crash.

Q5. Can you describe the recall campaign and fix?

A5. Dealers 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.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a follow-up letter notifying owners of the affected vehicles by first class mail on **March 9, 2023**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the follow-up letter, owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle. If an internal coolant leak within the EPCU is detected, owners may experience the illumination of the "Check Electric Vehicle System" warning light. If this occurs, owners are instructed to pull over to a safe location, turn OFF the engine, and contact Kia Roadside Assistance at 1-800-333-4542.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in Korea.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. 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 the internet at www.kia.com (Owner's Section).