



**2022-2024 MY EV6 VEHICLES - INTEGRATED CHARGING CONTROL UNIT (ICCU)
SAFETY RECALL CAMPAIGN (SC327)**

Q & A

November 18, 2024

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 Integrated Charging Control Unit (ICCU).*

Q2. What vehicles are affected by the recall?

A2. *All 2022-2023 MY EV6 and certain 2024 MY EV6 vehicles manufactured from November 17, 2024 through February 27, 2024, which were recalled under SC302 (NHTSA recall # 24V200), and Certain 2024 MY EV6 vehicles manufactured from February 28, 2024 through July 22, 2024.*

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

A3. *Approximately 62,872 vehicles.*

Q4. What is the concern with the Integrated Charging Control Unit (ICCU)??

A4. *The Integrated Charging Control Unit (ICCU) may become damaged over time from transient high voltage and thermal cycling. A damaged ICCU may not be able to charge the 12-volt battery which can discharge gradually while driving with progressive reductions of motive power. If the driver ignores the warnings associated with the discharging battery condition and continues to operate the vehicle in a reduced power mode, the vehicle may eventually experience a complete loss of drive power. A loss of drive power increases the risk of a crash.*

Customers may experience audible warning chimes, illumination of the "Check electric vehicle system" warning light, Master warning light, Charging System warning light, "Stop vehicle and check power supply" warning light, Power Down (Turtle) warning light, and/or a reduction in drive power. If this occurs, the customer should have their vehicle towed to the nearest authorized Kia dealership immediately.

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect the ICCU and, if necessary, replace the ICCU and ICCU fuse. Dealers will also update the software with an improved version which further optimizes thermal management and peak voltage during operation.*

Q6. What about the subject vehicles that received similar repairs under safety recall SC302?

A6. *Some of the subject vehicles were also affected by Kia's previous safety recall SC302 (NHTSA Recall # 24V200) and may have already had similar repairs completed. However, Kia is advising customers that they still need to complete this recall as soon as possible to have the most up to date ICCU software installed. In the meantime, once this recall (SC327) is launched, Kia's previous safety recall SC302 will be closed and no longer available.*

Q7. How will owners of the affected vehicles be notified?

A7. *All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on December 13, 2024.***

Q8. What should vehicle owners do when they receive the notification?

A8. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them.

Q9. Where were these vehicles produced?

A9. The affected vehicles were produced at a Kia assembly plant in South Korea.

Q10. Will this cost vehicle owners any money?

A10. No. Kia will perform the recall repair free of charge at no cost to the customer.

Q11. 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 <https://customercare.kiausa.com>.