



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


VOLUNTARY SERVICE CAMPAIGN

July 13, 2023

Dear Kia EV6 Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to inspect the Integrated Charging Control Unit ("ICCU") and install an improved software logic in certain 2022-2023 MY EV6 vehicles. If necessary, the ICCU and ICCU fuse will be replaced. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

The Integrated Charging Control Unit ("ICCU") in your vehicle may get damaged due to an over-current condition in the high-voltage system. This condition may cause the illumination of the Service Warning Light , "Check electric vehicle system", and/or "Stop vehicle and check power supply" warning messages, along with audible beeps, instructing you to stop the vehicle at a safe location. Following these warnings, gradual reductions in power may occur. If the vehicle continues to be driven, despite these warnings, it will gradually come to a halt. Kia is conducting this Voluntary Service Campaign to improve the ICCU software logic to prevent high-voltage circuit damage.

What Will Kia Do?

Kia dealers will inspect your vehicle's ICCU and install software with improved over-current detection logic. If an ICCU fault is found upon inspection, the ICCU and ICCU fuse will be replaced with new ones. This campaign will be performed free of charge **at no cost to you**.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the inspection and/or ICCU replacement can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- If you experience illumination of the Service Warning Light, "Check electric vehicle system", and/or "Stop vehicle and check power supply" warning messages, along with audible beeps, stop your vehicle at a safe location and contact Kia Roadside Assistance online at kia.rsahelp.com or by phone at 800.333.4Kia (4542) to request towing assistance to the closest authorized Kia dealer to have your vehicle inspected.
- To find your nearest dealer, visit 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*).



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.

What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or 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 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Please accept our apologies for 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.***