



**SC271 - ICCU INSPECTION/SW UPGRADE/REPLACEMENT
2022-2023 MY KIA EV6 VEHICLES
VOLUNTARY SERVICE CAMPAIGN
Q & A
July 11, 2023**

Q1. What type of campaign is Kia conducting?

A1. *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.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2022-2023 MY EV6 vehicles manufactured from November 17, 2021 through May 30, 2023.*

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

A3. *Approximately 35,226 vehicles.*

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

A4. *The Integrated Charging Control Unit ("ICCU") in the subject 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 the driver to stop the vehicle at a safe location. Following these warnings, gradual reductions in power may occur. If the vehicle continues to be driven, it will gradually come to a halt.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will inspect the 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 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 July 13, 2023.*

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

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair free of charge at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *No.*

Q10. If a customer has an immediate question, where can they get further information?

A10. *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).*