



SC273A - VCU SOFTWARE UPGRADE
2022-2023 MY KIA EV6 VEHICLES
VOLUNTARY SERVICE CAMPAIGN

Q & A
July 27, 2023

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign to upgrade the Vehicle Control Unit (“VCU”) software logic in certain 2022-2023 MY EV6 vehicles manufactured from November 17, 2021 through May 30, 2023.*

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 33,063 vehicles.*

Q4. What is the concern with the Vehicle Control Unit?

A4. *The Vehicle Control Unit (“VCU”) software logic in the subject vehicle monitors and controls the electric motor, battery pack, and braking system. This includes the illumination of the brake lights when decelerating while in i-Pedal mode, without depressing the brake pedal. The current VCU software logic does not illuminate the brake lights when the vehicle is decelerating without depressing the brake pedal.*

Kia is conducting this Voluntary Service Campaign to improve the VCU software logic so that the vehicle’s brake lights illuminate during i-Pedal mode when the vehicle reaches a certain deceleration threshold, even if the driver does not release the accelerator pedal fully or depress the brake pedal. Also, this software upgrade will improve the electronic shift logic so that the vehicle will shift into PARK (P) automatically when the auxiliary battery’s (12v) voltage is critically low and the vehicle is stationary.

Q5. Can you describe the service campaign fix?

A5. *Dealers will upgrade the VCU with improved software that enhances both the i-Pedal and Low Voltage logic. This campaign will be performed 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 **August 2, 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).*