



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

VOLUNTARY SERVICE CAMPAIGN

August 2, 2023

Dear Kia EV6 Vehicle Owner:

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. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

The Vehicle Control Unit (“VCU”) software logic in your 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 while in i-Pedal mode with the accelerator pedal partly depressed.

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 you do 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.

More information regarding your vehicle’s regenerative braking system and i-Pedal functions can be found in the Owner’s Manual, pages 6-15 to 6-17.

What Will Kia Do?

Kia dealers will upgrade the VCU with improved software that enhances both the i-Pedal and Low Voltage logic as outlined above. 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 software upgrade 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.
- 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.***