



**2025 MY EV6 VEHICLES  
POWER-NET DOMAIN CONTROLLER (PDC) SOFTWARE UPGRADE  
VOLUNTARY SERVICE CAMPAIGN (SC343)  
Q & A  
July 9, 2025**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign to update the Power-net Domain Controller (PDC) with improved software to prevent damage to the pre-charge resistor in certain 2025 MY EV6 vehicles.*

**Q2. What vehicles are affected by the service campaign?**

A2. *Certain 2025 MY EV6 vehicles manufactured from December 17, 2024 through June 24, 2025.*

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

A3. *Approximately 6,267 vehicles.*

**Q4. What is the concern with the Power-net Domain Controller?**

A4. *Due to a PDC software logic error in the subject vehicles, the pre-charge resistor may become damaged if the vehicle is abnormally turned off (e.g., turned off while the gear selector is in Neutral). If the pre-charge resistor becomes damaged, vehicle owners may experience illumination of the Service warning light, "Check electric vehicle system" message, and/or the vehicle may not go into READY mode.*

**Q5. Can you describe the service campaign fix?**

A5. *Dealers will update the PDC logic with improved software to prevent damage to the pre-charge resistor when the vehicle is abnormally turned OFF (e.g., turned off while the gear selector is in Neutral).*

**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 18, 2025.*

**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. Vehicle owners will be advised to reference Section 1-32 of their Owner's Manual if they have questions about starting their vehicle and READY mode.*

**Q8. Will this cost vehicle owners any money?**

A8. *No. Kia will perform the campaign 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 <https://customercare.kiausa.com>.*