



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

VOLUNTARY SERVICE CAMPAIGN



July 18, 2025

Dear Kia EV6 Vehicle Owner:

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

Why is Kia Conducting This Service Campaign?


Due to a PDC software logic error in your vehicle, 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, you may

experience illumination of the Service warning light , "Check electric vehicle system  " message, and/or the vehicle may not go into READY mode. (More information on starting your vehicle and READY mode can be found in Section 1-32 of your vehicle's Owner's Manual.)

What Will Kia Do?

Kia 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). This campaign will be performed **free of charge at no cost to you.**

What Should You Do?

- **IMPORTANT:** You may experience illumination of the Service warning light, "Check electric vehicle system" message, and/or be unable to start your vehicle if there has been damage to the pre-charge resistor. If this occurs, you should have your vehicle towed to the nearest authorized Kia dealership as soon as possible. You can request roadside assistance directly from your 2025 Kia EV6, either through the infotainment system (select KIA CONNECT, Press **ROADSIDE ASSISTANCE**) or the **ROADSIDE ASSIST** button  on the overhead console or rearview mirror. Both methods should automatically connect you to a roadside assistance representative. You may also call 1-800-333-4542 or request roadside assistance online at kia.rsahelp.com.
- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the campaign 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 visit <https://customercare.kiausa.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.***