



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

## PRODUCT IMPROVEMENT CAMPAIGN

### IMPORTANT REMINDER: Remove snow/ice before driving and using wipers

November 14, 2025

Dear Kia EV9 Vehicle Owner:

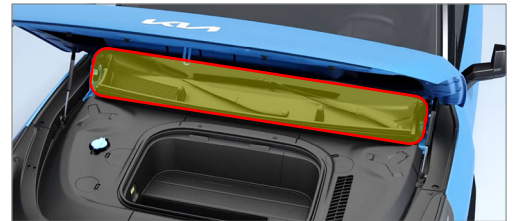
Kia America, Inc. is conducting a Product Improvement Campaign to install enhanced windshield wiper software in all 2024-2025 MY and certain 2026 MY EV9 vehicles to provide drivers with additional warnings related to the use of the windshield wipers during winter conditions. Our records indicate that you own or lease one of the potentially affected vehicles.

In addition, we would like to remind you about the importance of proper snow/ice removal before driving.

#### IMPORTANT REMINDER:

##### Before operating your vehicle in winter conditions, do the following:

- Open the hood and clear snow/ice from the windshield wiper area.
  - This includes the area in the windshield cowl below and in front of the windshield wipers which may contain hidden accumulated snow/ice.
- Clear snow/ice from the vehicle's roof.
  - Accumulated snow/ice may slide forward while driving and impede the windshield wiper function.



**Note:** Under certain operating conditions with heavy snow, ice or other obstructions, the windshield wipers of your vehicle may temporarily stop. This can occur at start up or while driving and is a normal safety feature designed to prevent damage to the wiper motor. If this occurs, safely pull over and remove accumulated snow.

#### Why is Kia Conducting This Product Improvement Campaign?

In addition to driver removal of accumulated snow/ice before driving, Kia has developed enhanced software to detect obstructed windshield wipers and provide advance messages to remind the driver to check for any obstructions such as snow/ice in the windshield wiper area.

#### How Will The Update Improve The Wiper System?

Depending on the circumstance, the enhanced windshield wiper software will provide one of the following warning messages in the instrument cluster display due to an obstruction on the windshield:

<p><b>"Wipers <span style="color: red;">may be disabled.</span></b>  <b>Turn off vehicle, open hood, and clear snow from wiper area &amp; roof."</b></p>	<p>Wipers may be disabled.        Turn off vehicle, open hood, and clear snow from wiper area &amp; roof.</p>
--	---

<p><b>"Wipers <span style="color: red;">disabled.</span> Stop safely, turn off vehicle, open hood, clear snow from wiper area &amp; roof."</b></p>	<p>Wipers disabled. Stop safely, turn off vehicle, open hood, clear snow from wiper area &amp; roof.</p>
--	--

### Additional Tips Before Driving In Winter Conditions:

- If there is an accumulation of snow or ice on the windshield, defrost the windshield until the snow and/or ice is cleared
- For stubborn ice, apply a deicer or spray a solution of two parts isopropyl alcohol (70%) to one part water
- Do not use the washer in freezing temperatures without first warming the windshield with the defroster
- The wiper and washer system may become damaged if the system is used before removing the snow and/or ice

### What Will Kia Do?

Kia dealers will update the windshield wiper software to provide warning messages in the instrument cluster display in the event the windshield wipers become temporarily disabled when 1) the wipers do not return to the original starting position due to an obstruction (e.g., snow) or 2) when there is a heavy accumulation of snow/ice while driving. This software update will be performed **free of charge at no cost to you**. Additionally, Kia is providing a label with updated information regarding these warning messages to be placed over the existing information found in Section 5; "Wipers and Washers" of the vehicle's owner's manual.

### What Should You Do?

- 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.
- Affix the label included with this notice over the existing **NOTICE**, **WARNING** and **INFORMATION** sections found in your vehicle's owner's manual under Section 5; "Wipers and Washers". The time to affix the label is less than 5 minutes.
- To find your nearest dealer, visit [www.kia.com](http://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 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 Product Improvement 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.**