



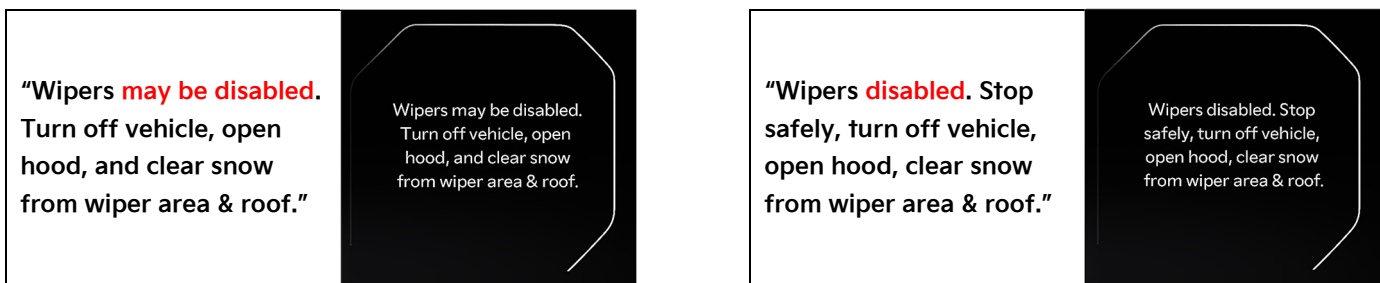
November 13, 2025

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Product Improvement Campaign on all 2024-2025 MY and certain 2026 MY EV9 vehicles, manufactured from September 25, 2023 through November 28, 2025, to install enhanced windshield wiper software that provides drivers with additional warnings related to the use of the windshield wipers during winter conditions.

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.

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:



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 campaign will be performed free of charge at no cost to the customer. Additionally, Kia is providing vehicle owners with 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.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide, both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners beginning on **November 14, 2025**.

What Should You Do?

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this Product Improvement Campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures